



Job Description – Guest Service Agent

Reports To: Front Office Manager, General Manager

Requirements: High School diploma or equivalent
Be able to speak fluent English
Stand for long periods behind the desk and front office areas
Carrying or lifting items weighing up to 50 pounds
Handling objects, products and computer equipment
Willing to work weekends, and/or holidays

General Responsibilities

- Provide prompt, friendly, courteous and professional guest service.
- To perform check-in / check-out of hotel guests in a timely and professional manner.
- Act as the Manager on Duty (MOD) when scheduled.

Specific Responsibilities:

- Register guests, issue room keys, provide information on hotel services, local area and room location.
- Answer phones in a prompt and courteous manner.
- Upsell rooms where possible to maximize hotel revenue.
- Be proficient on the use of the Property Management System.
- Have a good understanding of all of hotel operating procedures.
- Accurately process all cash and credit card transactions in accordance with the established procedures.
- Administrative responsibilities such as data entry, reporting etc.
- Respond appropriately to guest complaints and guest requests and make appropriate service recovery actions in order to ensure total guest satisfaction.
- Perform other duties as assigned including guest room tours, special guest requests, breakfast set up, cleaning lobby area, setting up meeting room, data entry, document scanning, and preparing reports.
- Read and document all events, incidents in the communication log.
- Ensure the proper appearance of the lobby and all public areas, including the breakfast area.



- ❑ Ensure processes are followed to protect the identity, safety and security of the guests and fellow employees.
- ❑ Be proficient on the use of all front office equipment such as credit card machine, copier and fax.
- ❑ Be willing and able to work any shift.
- ❑ Have complete knowledge of room types and offered rate plans.
- ❑ Fully understand the hotel's franchise policy on guaranteed reservations and no-shows.
- ❑ Process cancellations and modifications to reservations.
- ❑ Promote goodwill by being courteous, friendly, and helpful to guests, managers and all other associates.
- ❑ Promote team work and quality service through daily communications and coordination with other departments.

Optimum Attributes:

- ❑ Effective communication skills
- ❑ Pleasant personality
- ❑ Good team player
- ❑ Good listener
- ❑ Well groomed and professional appearance
- ❑ Open with praise, discrete with criticism