|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title:** | **Guest Service Agent** | **Division:** | Hotel |
| **Reports To:** | Guest Service Supervisor | **Original Date:** | June 2021 |
| **Number of Direct Reports:** | N/A | **Revision Date:** |  |

**JOB SUMMARY**

Reporting to the Guest Service Supervisor, the Guest Service Agent is responsible for ensuring guest satisfaction by interacting with guests in a pleasant, courteous, and professional manner, answering any questions and following up on requests and problems promptly. The Guest Service Agent is also responsible for maximizing the selling, up-selling and cross-selling of hotel rooms by turning prospect clients into hotel guests. It is also the responsibility of the agent to efficiently handle any function of the front desk from the reception, to guest accounting, reservations, telephones, and guest check-in and out, in accordance with hotel policies and procedures.

**DUTIES & RESPONSIBILITIES**

The following is a list of the essential duties and responsibilities of this job. The tasks and time spent performing each task may vary as business needs require. The management of Amsterdam Inn & Suites maintains the right to modify job duties and responsibilities at its discretion.

**DUTIES**

|  |
| --- |
| * Follow the policies and procedures set by The Amsterdam Inn & Suites * Maximize hotel’s revenue and occupancy by turning prospect callers and clients into hotel guests * Accurately register all guests arriving at the hotel in compliance with the credit and identification policy * Check room block for all VIPs, groups, and special requests for the day * Distribute to each department the VIP list and room service requisitions (e.g. Housekeeping requests) and make sure that they are accurately completed * Make room reservations and operate the switchboard and act as Bell Hop when necessary * Operate the front desk computer systems, post all guest charges and payments incurred during the shift (e.g. laundry, etc.) and balance shift totals with backup documents * Prepare guest keys using key envelopes * Room assignments for individual guests as well as groups * Checks OTA’s regularly throughout the day, reconciling previous day’s OTA reservations * Reply to any email correspondence directed to the front desk * Direct billing folios are processed as required * Market Café – process sales, replenish inventory, maintain cleanliness, send menu items requests to kitchen for re-stocking ( salads, sandwiches, coffee, etc). * Ensure all guest registration cards are correctly completed and filed by room number * Carry out bucket checks * Charge all credit cards using point-of-sale authorization terminals and obtain authorization for those accounts exceeding house floor limits * Maintain cashier float as supplied, provide currency exchange for guests, and prepare cash deposits * Report overages and shortages on a daily basis * Attend scheduled staff meetings, training, and orientation sessions * Communicate with Housekeeping in order to deal with early check-ins, late check-outs, day rooms, unexpected departures, stay-overs, and room changes directly as well as on SkyTouch * Help to ensure that working relationships are amiable and professional in order to present and maintain a positive image for the hotel * Review and follow policies and procedures on daily basis * Control and sign out keys in accordance with procedure * Mail or fax any delayed or requested guest charge receipts following privacy policy * Work to obtain the best possible occupancy and average daily rate, assessing guests’ needs and practicing up-selling * Be responsible for the maintenance and cleanliness of the back office as well as the front * Report to supervisors of any guest complaints or security issues * Make daily notations in Log Books and follows up as required * Be prepared for fire alarms,and other safety requirements, including the providing of emergency medical assistance * Be familiar with the location of, and how to use fire-extinguishing equipment * Record and enter all wake-up calls, and messages, and ensures they are given at the correct time to the correct room * Be familiar with the area attractions, shopping etc. * Know the direction to and from the hotel to main destinations * Know the means of transportation of the area in details * Have basic maintenance skills – change batteries in door locks, change light bulbs, trouble check TV’s, rtv remotes, change a bathroom toilet handle, unplug a toilet, etc) * Perform other duties such as cleaning as they may be assigned by the Guest Service   Supervisor or General Manager |

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty listed above satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Employees who do not possess the requirements for a job at the time of hire are expected to attain the skills, knowledge and abilities required within a specified period of time as agreed upon, in writing, with the Guest Service Supervisor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Characteristic and Ability Requirements**

* Excellent interpersonal, public relations and communication skills required
* Ability to negotiate and finalize the sale of rooms
* Excellent verbal and written skills in English
* Knowledge of a second language is an asset, preferably French

**Educational Requirements**

* Education Required: Minimum grade 12 education
* Other Education/Certification/Training preferred:

**Work Experience Requirements**

* Work experience required:
* Job-relateded experience required:

**Technical Requirements**

* Equipment: Knowledge of a Property Management/Central telephone system is an asset
* Software: N/A
* Other: N/A

**Other Requirements**

* Must be eligible to work in Canada.

**Competencies**

* **Customer Focus** - Efficiently and effectively addressing the needs of our customers by asking questions to identify and understand their needs, interests, and goals. Provide prompt, efficient, and personalized assistance to meet the requirements, requests, and concerns of customers. Ensuring accurate and timely information is provided to our customers and inform them of commitment times or performance guarantees. Follow up with customers following service delivery to ensure issues/concerns are resolved, adjust services based on customer feedback and anticipate the future needs of the customer. Project a professional image of oneself and the organization.
* **Teamwork** – Willing to work as a team by understanding one’s role in a team, choosing the right behaviours and developing constructive and cooperative working relationships with others to achieve the team’s objectives. Effectively communicating within the team to encourage others to express their ideas and opinions, as well as, offer constructive criticism in a supportive and positive manner. Working tactfully and diplomatically to handle conflicts and build consensus among the team members in order to achieve positive results for all parties involved and to provide high levels of customer service. An understanding and acceptance in supporting all aspects of the Amsterdam Inn & Suites/ Exit 153 Restaurant , operations as required.
* **Problem Solving and Decision-Making** - Demonstrating an ability to anticipate or identify the existence of a problem and understand its true nature by recalling the information learned previously or seeking additional information relevant to solving the problem. Developing and weighing a variety of high-quality alternative approaches in order to choose the best solution to the problem. Implementing a realistic approach for the chosen solution in a timely manner. Evaluating the outcomes of the implemented solution to assess the need for alternative approaches and to identify lessons learned.
* **Professionalism** - Exhibiting professionalism at all times by maintaining a professional demeanor through one’s conduct and disposition to the guests, displaying traits such as respect, friendliness, honesty and dependability to provide exceptional service. Complying with the specific standards set by the organization regarding appropriate dress and personal hygiene for the worksite. Demonstrating composure with stressful or difficult situations, and accepting criticism tactfully to learn from it.
* **Dependability and Reliability** - Demonstrating consistency and predictability in all aspects of the job by fulfilling obligations and taking accountability for one's work. Complying with organizational rules, policies, and procedures. Diligently following through on commitments and consistently completing assigned tasks by deadlines with minimal supervision. On time for work as scheduled and punctual for scheduled meetings or appointments. Thoroughly checking work to ensure that all essential details have been considered and take prompt action if errors or inconsistencies are noticed.

**Physical Requirements**

* This position may require long periods of standing; occasional lifting of up to 25 pounds.

**Working Conditions**

* While in the front office or assigned area, there is a low risk of exposure to adverse working conditions. Noise level is the work environment is moderate.

I, , hereby acknowledge that I have received the Job Description and the Tasks for Guest Service Agent position. I have read and understand the aforementioned Job Description and Duties and have received my own copy. I also acknowledge that I was given the opportunity to have any questions regarding my Job Description and Tasks clarified.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_