



Job Description

Job title:	Guest Service Agent
Reports to:	Guest Services Manager

About the job

As a Guest Service Agent with Long Beach Lodge Resort, you will offer our guests first class service in a relaxed informal setting. Your warm, knowledge of our resort, facilities, and services will allow guests to feel at ease and create a memorable experience. The Guest Service Agent is responsible for assisting guests with check in, check out, inquiries, request, and complaints.

- Consistently offer professional, friendly and engaging service.
- Provide guests with verbal or written information about the facilities, services, room types and rates, and local attractions.
- Make room reservations following established procedures, using property management system.
- Ensure revenue is maximized by up-selling guest rooms and recommending hotel facilities.
- Handle guest arrivals and departures.
- Handle guest keys, in room gifts and deliveries.
- Knowledge of our online booking system and gift certificates.
- Prepare bills, process payments, cash out and reconcile cash with total sales.
- Complete daily check lists and clearly communicate through daily pass on with colleagues.

About you

The successful candidate will have the following experience and skills:

- **Make a Lasting Impression** – the person in this role must have a genuine passion to deliver a great hospitality experience -- whether in person or by phone. You must want to Wow the guest with your welcoming personality.
- **Provide Exceptional Guest Service** – let the guest know you really care. Be courteous and willing to listen, regardless of the circumstances.
- **Enjoy Problem Solving** – many guests need help with miscellaneous things. Listen and help as best you can. You should never be too busy to help and should respond calmly and efficiently in stressful situations.
- **Be Accountable** – you will be collecting money, routing calls, and meeting many other guest needs. You need to be accurate and efficient in your processes.
- **Be a Safety & Security Agent** – follow our safety and security policies & procedures. Anticipate problems and call management as needed.
- **Work a Flexible Schedule** - you must be willing to work a variety of hours as well as weekends and holidays based on the business needs.

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Working conditions

Must be available to work weekends, days, evenings, and holidays based on the business needs.

Physical requirements

- Constant standing and walking throughout shift for up to 8 hours
- Physical ability to lift and carry heavy suitcases and other items
- Kneeling, pushing, pulling, lifting
- Occasional ascending or descending stairs

Applications

Qualified applicants should submit resume and references to marianne@longbeachlodgeresort.com

Approved by:	Marianne Boom
Date approved:	December 2021
Reviewed:	