

Avalon Guest Service Agent



POSITION TITLE: Avalon Lodge Guest Service Agent
DATE PREPARED: August 2, 2010
REPORTS TO: Lodge Manager
POSITION STATUS: Seasonal or Year Round, Full or Part Time, Hourly Position
LOCATION: Avalon Lodge, South Lake Tahoe
SALARY RANGE: \$9.50 - \$14.90 per Hour

PRINCIPAL FUNCTIONS

The Guest Service Agent holds a key position by providing the first impression we give our guests. The position necessitates being an information giver, receiver, diplomat, problem solver, salesperson, hotel representative, public relations agent, co-ordinator of activities and accountant with the utmost politeness, efficiency and friendliness.

REQUIREMENTS

- High school diploma or GED.
- Preferably 2 years working at a hotel front desk or in a hospitality environment.
- Must demonstrate excellent customer service skills and aptitude.
- Ability and aptitude to deliver excellent customer service.
- Must be extremely organized and have the ability to work efficiently, effectively and independently to do well in this position. The ability to manage many tasks and projects at the same time as well as being able to meet timelines and deadlines is critical.
- General knowledge of hotel operations and tourism industry.
- Ability to work well under limited supervision.
- Ability to work well with others.
- Strong work ethic.
- Professional demeanor and personal presentation
- Must strictly adhere to all grooming standards.

PRINCIPAL DUTIES

- To arrive at work on time in the uniform provided, ensuring a neat and tidy appearance, according to the associate handbook.
- To have a complete knowledge of the hotel product, including room types, rates, relative features and facilities, food and beverage outlets, spa and health club.
- To develop a close and harmonious working relationship with all hotel departments.
- Attend training session's meetings as required.
- To anticipate guest needs and handle guest inquires in a helpful and attentive manner.
- Have a complete knowledge of hotel policies and procedures.
- Report health/safety and security hazards to the Assistant Manager on Duty.
- Ensure Front Desk is clean and tidy at all times.

- Greet and acknowledge guests immediately
- Assist/do with laundry as needed
- Listen to customer requests, show empathy.
- Suggest alternatives to meet customer needs in terms of product features and benefits.
- Offer information and services where appropriate.
- Thank customers and invite our guests to return.
- Monitor daily arrivals ensuring all requests are carried out wherever possible and all realistic expectations are met and ensure all reservations are honoured.
- Complete all shift duties as outlined on shift check list prior to the end of shift.
- Handle reservation calls after hours, ensuring guest needs are met, in a helpful efficient manner, input into the system as per procedure.
- Ensure credit policy is adhered to at all times, any variance reported to the manager on duty immediately.
- Complete all check-ins/outs in an efficient and timely manner.
- Ensure all supply levels and equipment are well maintained, restock station as required.
- Market Café' Food, Beverage and Retail sales and inventory as needed
- Carry out requests as directed by hotel management.
- Issue safety deposit boxes to hotel guests ensuring access and release forms are completed per hotel procedures.
- Receive, handle and relaying of messages, mail, voice mail and faxes in an efficient, timely manner as per hotel policy.

Physical Requirements

- This position will require extremely varied working hours that may include some evenings, weekends and some long days.
- Reasonable fitness is required in order to move about the resort and lodges easily.
- The ability to work and commute in all weather conditions including sever snow.

Contacts

- All Cle' Hospitality Properties and departments
- TA's, GDS companies, all booking entities, sales and travel industry and partner companies
- High guest contact.
- GM/Owner contact.

This job description only covers the primary functions and responsibilities of the position. It is in no way to be construed as an all encompassing list of duties. The receipt of this job description is not a binding agreement and is subject to change.