

ShieldHOTELS

Position Title: Guest Service Representative

Reports To: Guest Service Manager

Date Written/ Revised: 3/21/2025

Position Purpose:

Greets and registers guests, provides prompt and courteous service, and closes out guest accounts upon completion of stay to meet High services of Quality.

Examples of Duties:

- Greet customers immediately with a friendly and sincere welcome. Use a positive and clear speaking voice, listen to understand requests, respond with appropriate action and provide accurate information such as outlet hours and local attractions.
- Complete the registration process by inputting and retrieving information with routine difficulty from a computer system, confirming pertinent information including number of guests and room rate. Promote Hotel's marketing programs. Make appropriate selection of rooms based on guest needs. Code electronic keys. Non-verbally confirm the room number and rate. Provide welcome folders containing room keys, certificates, coupons and refreshment center keys as appropriate. Requires continual standing and movement throughout front office area
- Verify and imprint credit cards for authorization using electronic acceptance methods. Handle cash, make change and balance an assigned house bank. Accept and record vouchers, travelers checks, and other forms of payment. Perform accurate, moderately complex arithmetic functions using a calculator. Post charges to guest rooms and house accounts using the computer.
- Promptly answer the telephone using positive and clear English communication. Input messages into the computer. Retrieve messages and communicate the

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content to the guest. Retrieve mail, small packages and facsimiles for customers as requested

- Summon guest service personnel for assistance to escort guests to their rooms as appropriate
- Provide safety deposit boxes for guest by escorting them to the vault room, assisting the customer in opening the deposit box lock. File access slips in box order.
- Operate facsimile machine to send, receive, and log incoming transmissions. Notify guests of incoming faxes using the message function of the computer.
- Use the photocopier to make copies of items as required.
- File registration cards in room number order
- Retrieve registration cards from the files for each check out.
- Other duties as assigned by the Manager

Other:

- Regular attendance in conformance with the standards, that may be established by Shield Hotels from time to time is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the Hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with Shield Hotels rules and regulations for the safe and efficient operation of Hotel Facilities. Employees who violate Hotel Rules and Regulations may be subject to disciplinary actions, up to and including termination of employment.

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Specific Job Knowledge, Skills, and Abilities:

- Considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and help resolve conflicts.
- Ability to stand and move throughout front office and continuously perform essential job functions.
- Ability to read, listen and communicate effectively in English, both verbally and in writing.
- Ability to access and accurately input information using a moderately complex computer system.
- Hearing and visual ability to observe and detect signs of emergency situations.

Grooming Standards:

All employees must maintain a neat, clean and well-groomed appearance in line with handbook standards, as well as food and beverage health and safety standards.