



GUEST SERVICES HOST

SUMMARY:

Responsible for providing superior guest service as it pertains to checking in/out our hotel guests; answering all incoming calls, reservations; daily accounting procedures; and concierge services in a gracious and professional manner.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Greets guests and checks them into resort following established procedures not limited to assuring all information is received and entered into computer, obtaining credit card for incidental expenses, issuing room keys.
- Initiate courtesy call after check-in to ensure our guest is satisfied with accommodations and offer assistance with stay needs.
- Adhere to all cashing procedures: open, secure and balance out shift banks to include the verification of all cash, credit card, and check transactions during a given shift.
- Answers resort internal and external phone calls within three rings and provides information as needed.
- Responds to guest questions in a courteous and professional manner; provides information including but not limited to directions, shopping, dining, entertainment, resort services, and safety. During calls provide gracious and efficient telephone service.
- Anticipate guests' needs, respond promptly and acknowledge/greets all guests, however busy and whatever time of day.
- Assist guest room reservations calls in a professional manner.
- Assist with/and coordinate transportation requests for guests.
- Bucket checks to be performed at the end of the day to verify pertinent data.
- Check-in and check-out hotel guests in a gracious, professional, and friendly manner. Offer all arriving guest a welcome beverage.
- Clean the work area at the end of the shift, ensuring all items remain in an orderly fashion. Report any office supplies that are low in stock to manager for reorder.
- Communicate pertinent guest information to designated departments/personnel (i.e., special requests, amenity deliver).
- Complete all items as listed on shift checklists including necessary paperwork; maintain files and records when needed.
- Coordinate and performs timely wake-up calls to guests upon request.
- Deliver world class guest service and build brand loyalty with each guest.
- Deliver and track any guest messages, mail, fax, amenity, laundry, etc. and runs errands as requested.
- Develop relationships with local service providers: babysitters, florists, hiking guides, transportation providers, etc.
- Document maintenance and engineering needs in the front desk log and submit to Manager at the end of the shift.

- Ensure proper credit card procedures are followed at all times to include credit card imprint, credit card authorization and guest signature on registration packets.
- Interact positively with all levels/departments of the property.
- Maintain complete knowledge at all times of: 1. Hotel amenities, services and hours of operation. 2. Room types, room numbers, property layout and décor. 3. Room rates, special packages, promotions and restrictions. 4. Daily hotel occupancy and expected arrivals/departures. 5. Room availability status for any given day. 6. Scheduled daily group activities.
- Meet with departing shift to review completed and pending tasks, the day's activities and items for follow up.
- Operate radio system following established procedures to relay in-house announcements/requests.
- Participate in and lead continuous improvement efforts.
- Performs clerical duties such as typing, proofreading, faxing and sorting mail.
- Place newspaper orders on a weekly basis, review order daily to ensure quantity is sufficient.
- Prioritize daily workload while maintaining appropriate response time.
- Provide Concierge service, obtain a fluent knowledge of top restaurants, special events, local attractions, and guest amenities.
- Provide graciousness, thoughtfulness & a sense of personalized service. Resolves guest problems/complaints; utilizes own best judgment in resolving issues or refers to management as needed.
- Provide guest escort to their room, offering a detailed orientation of the property and their room. Offer information pertaining to available services and facilities of hotel, points of interest, and entertainment attractions.
- Review arrivals noting special requests, location preferences, and the designated VIP status. Review and prepare all next day guest reservations and the arrivals registration packets.
- Support safe work habits and a safe working environment at all times. Maintain knowledge of emergency and safety procedures.
- Take, record and relay messages accurately, completely and legibly.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Proven strong background in Guest Relations or Guest Services.
- 1-2 year previous experience in luxury resorts, preferred
- Commitment to excellence and high standards
- Strong organizational, problem-solving, and analytical skills. Ability to accurately compute and manipulate mathematical calculations.
- Versatility, flexibility, and a willingness to work within constantly changing environment.
- Ability to manage priorities and workflow.
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow through, courtesy, cooperativeness and work with a minimum of supervision.
- Demonstrated conflict resolution, problem solving and decision making skills.
- Professional appearance and demeanor.
- Ability to satisfactorily communicate in English (speak, read, write) with guests, co-workers and management to their understanding. Bilingual skills a plus. Demonstrated verbal and written communication skills, as well as telephone etiquette skills.
- Ability to effectively communicate with people at all levels and from various backgrounds.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs.
- Must be able to stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Valid California Driver License is required.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

COMPUTER SKILLS

Advanced knowledge of various computer programs. Demonstrated computer proficiency within a Windows environment including Word, Excel, Outlook, and Internet.

GROOMING & WORK ATTIRE

- Business attire is required, such as slacks, blouse/sweater, buttoned shirt, and nice shoes. Suit jacket only suggested on days when assisting with client events.
- Name tag required whenever walking through public spaces at the resort.
- No extreme colors, highlights or hairstyles.
- No facial or tongue piercing.
- No extreme hair accessories.
- Necklace and earrings must be office appropriate.