



## **Hotel Cerro Job Description – Guest Service Agent**

**Position Title:** Guest Service Agent

**Reports to:** Rooms Division Manager and Guest Services Manager

### **Position Summary:**

The Guest Service Agent responsibilities include assisting guests with concierge services, managing hotel reservations, and providing information about rooms, rates, and other hotel amenities. Guest Service Agents report directly to the Rooms Division Manager and Guest Services Manager.

Ensures high level of guest satisfaction as well as for the financial results of the department with a focus on controlling the expenses and ensuring maximum room revenues are achieved.

### **Duties and Responsibilities:**

Duties and Responsibilities will include but not be limited to the following:

- Performs all check-in and check-out tasks.
- Manages online, phone, and waitlist reservations.
- Liaise with the Housekeeping department to ensure all rooms are guest ready.
- Assist guests with any inquiries and concierge related questions.
- Maintain complete knowledge at all times of:
  - Hotel features/services, hours of operation
  - Room types, layout, decor, appointments, and locations
  - Room rates, special packages, and promotions

- Reviews daily arrivals, VIPs, special request, group needs, room assignments and coordinates with the appropriate departments to meet the needs of guests.
- Ensures that all rooms related activities and services meet or exceed Hotel Cerro's standards and goals.
- Answer all incoming phone calls and connect to the appropriate department, guest, or staff member.
- Conduct quality telephone answering and response services for guests and staff.
- Maintain a high morale, productivity, and work ethic.
- Provides consistent and effective flow of communication within Guest Services and when interacting with other departments of the hotel.
- Maintain a clean and neat front desk and lobby area.
- Informs manager/supervisor if we are running low on inventory.
- Completes projects in a timely manner.

### **Prerequisites:**

- Strong verbal and written communication skills, multilingual is a plus.
- Highly driven and motivated with strong knowledge and understanding of office operations, concierge services, and guest relations.
- Must be flexible in terms of working hours and schedules.
- Must be able to endure prolonged periods of standing.
- Must possess outstanding guest services skills and a professional presentation.
- Must be able to handle a multitude of tasks in an intense, ever-changing environment.
- Must be effective at listening to, understanding, and clarifying the concerns and issues raised by guests and staff.

### **Education**

- High School diploma or higher.

### **Experience**

- Customer Service experience in a hospitality (Hotel) environment.