



Hotel Cerro Job Description – Overnight Guest Service Agent

Position Title: Overnight Guest Service Agent

Reports to: Rooms Division Manager and Financial Controller

Position Summary:

Overnight Guest Service Agent responsibilities include managing all overnight operations. Assisting guests, managing reservations and providing information about rooms, rates and other hotel amenities. Overnight Guest Service Agents report directly to the Rooms Division Manager and Financial Controller.

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 any late check-in and early check-out.
- Manages online, phone, and waitlist reservations.
- Assist guests with any inquiries and concierge related questions.
- Reviews daily arrivals, VIPs, special request, group needs, room assignments and coordinates with appropriate departments to meet the needs of guests.
- Performs all end-of-day front desk functions including, but not limited to, reviewing cashier audits and credit card reports for accuracy.
- Contact on property security as needed to handle disturbances.

- Coordinate and rely on the evening crew for assistance with guest requests.
- Ensures that all rooms related activities and services meet or exceed Hotel Cerro's standards and goals.
- 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.
- Highly driven and motivated with strong knowledge and understanding of office operations, concierge services, and guest relations.
- Must be okay to work the overnight shift, including weekends and holidays.
- 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.