

Sleeping Lady Mountain Resort

Title: Guest Service Agent

Date: March 2019

Reports to: Guest Services Supervisor & Rooms Division Director (DOR)

Status: Hourly \$16.00

General position description: Responsible for the efficient operation of all front desk functions. Ensures each guest has a positive first and last impression when dealing with guest services.

Essential Functions:

- Safely and appropriately drive guest service carts when needed (advance training required)
- Provide excellent guest service experience while performing Front Desk functions such as answering phones, checking guests in and out, and taking resort reservations.
- Follow workplace policies and procedures
- Responsible for reviewing customer invoices to ensure only accurate billings are sent to clients at check out
- Responsible for efficiently adjusting or correcting customer invoices which may involve using Manager Adjust (advance training required to use Manager Adjust). Reporting this information to DOR
- Respond to customer complaints
- Responsible for helping to create a work environment free from all harassment toward guests and staff
- Create and maintain courteous, friendly, professional work environment
- Excellent role model for professionalism, following policies and procedures and setting a positive example for attitude, customer service and team building
- Assist team in monitoring inventory needs for the FD Shop, Office Supplies, Amenities and Keys. Work with DOR to order as necessary. Make a profit, upsell when applicable
- Other duties as assigned or directed
- Flexible to help cover shifts as needed

Essential Skills:

- Must be able to read, write and speak English in a professional business manner
- Perform basic math
- Strong budgetary knowledge
- Strong customer service/problem solver
- Strong leadership
- Ability to work a variety of day/night and weekend shifts
- Ability to instill a positive service attitude towards guests and fellow employees
- Communicate company and department goals and objectives, and inspire employees to achieve those goals
- Assume responsibility and accountability
- Demonstrate highest personal hygiene standards
- Excellent people skills that model problem solving, gracious guest service and professional behavior toward customers and co-workers
- Computer knowledge
- Desire to contribute to a team environment

- Punctual
- Must be able to provide proof of employment eligibility or authorization to work legally in the United States
- Valid driver's license with proof of insurance
- Follow company policies and procedures

Physical Environment:

- Ability to be on your feet for long periods of time
- Must be able to bend, stoop, push, pull and raise your arms over your head
- Must be able to move freely over 67 acres
- Ability to lift 35 pounds unassisted
- Ability to sit for long periods of time
- Ability to talk on the phone clearly and concisely for long periods of time
- Must work at resort