

POSITION profile



Position	Guest Services Agent
Function	Provide professional, friendly and courteous service to guests.
Responsibilities	<ul style="list-style-type: none">• Greeting guests on arrival, offering directions, and assistance as needed.• Assisting guests with luggage to and from rooms.• Tagging, storage and retrieval of guest luggage.• Collecting and distributing guest laundry.• Room checks for the front desk when needed.• Delivery of V.I.P.'s and any guest related items.• Floor walks, and pick up and delivery of cots, cribs, etc....• Driving airport shuttle to pick up and drop off hotel guests.• Room Service order preparation and delivery.• Be aware of the need for strict security regarding the guests and their property, reporting any suspicious incidents to management.• Be aware of the procedure and precautions regarding fire, health and safety.• Perform all duties in a safe manner according to established safe work practices.• Report any accidents, injuries, near misses and/or hazardous conditions.• Other related duties as necessary.
Qualifications	<ul style="list-style-type: none">• Must be 18 for the purposes of serving alcohol.• Must have valid drivers licence with clean driving record.• Previous customer service experience.• Friendly and professional demeanour.• Physically fit; bending, lifting and pushing carts necessary.• Must be able to perform duties without supervision.• Must be fluent in English, written and spoken.
Hours of work	Days of the week vary according to business levels. Shift are 6am – 2:30pm; or 3pm – 11:30pm; weekends and holidays required.
Reports to	Guest Services Manager / Assistant / Supervisor