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# Example of Guest Relations Agent Job Description

Our innovative and growing company is hiring for a guest relations agent. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for guest relations agent

* Ensure that all incoming faxes are directed to the proper individual(s), including Expedia reservations, Credit Card Authorization Forms
* Draft business-related e-mails using proper language, grammar and spelling
* Assist Housekeeping department with the Lost and Found process by taking calls and facilitating the return of lost items by obtaining guest information and payment
* Assist Hotel Supervisors with the collection of guest e-mails daily
* Responds to telephone inquiries and reservation requests by explaining product and service options to sell rooms
* Upsells rooms to increase occupancy and maximize revenues
* Operates reservations system by entering and accessing data to provide callers with accurate hotel information
* Compiles, sorts and stores reservation cards to maintain accurate and organized files for easy access and research
* Enters all special room requests into computer or manual system and alerts front desk staff of special requests to ensure department follow-through and guest's satisfaction
* Inputs group and tour reservations as they are received from the sales department to best utilize hotel facility and maximize revenues

## Qualifications for guest relations agent

* Proven experience as a Guest Relations Officer
* Familiarity with hospitality industry standards
* A customer-oriented and professional attitude
* Diploma or BSc/BA in Hospitality Management is preferred
* Train reservation agents and front desk operators to make room reservations for customers
* Forecast regular room bookings and design promotional programs to increase the sales of un-booked room