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# Example of Guest Service Agent Job Description

Our company is growing rapidly and is hiring for a guest service agent. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for guest service agent

* They will ensure they collect the guest's information required for their stay along with explaining hotel policies and procedures in a professional manner
* You will promote and sell special hotel programs
* You will be constantly interacting with resort staff in a professional manner, assisting other departments with necessary information
* Engages with our guests upon check out (leaving) to ensure that that are satisfied with their service and assist in recovery efforts when needed
* When there is down time, you will assist the reservations department with taking guest reservations in a professional manner
* They will be working with other front desk agents, reservations agents and valet
* The front desk agent responds to the Front Office Manager and Front Office Supervisor
* Have excellent organisational and administration skills
* Answer the switchboard in a friendly and professional manner
* Have strong communication skills and a pro-active approach to your work

## Qualifications for guest service agent

* Ensures Strategic Alignment with the Vision – Supports & promotes Vision, Mission and Values by personal example and by aligning decisions and practices with the Vision, Mission and Values
* Practices and Fosters Effective Communication – Consciously attempts to gather provide accurate, timely, and helpful information that increases their understanding and enables others to act
* Demonstrates Learning and Development Passion – Promotes continuous learning by trying new things that contribute to their personal development and to the success of the hotel
* Focuses on Customer Satisfaction – Considers the customer perspective and factors it in when making decisions or recommendations or taking actions
* Practices Effective Teaming – Works as a team with others within their department and across the organization, sharing ideas and resources, and supporting each other to achieve goals that are important to one or all
* Functional Expertise – Displays the expertise required for their position, which results in the achievement of our Vision, Mission and Values