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# Example of Guest Service Agent Job Description

Our company is growing rapidly and is looking 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

* Check and follow up on all bills on hold
* Check the billing instructions are correct for all expected departure guest and set up required auto routing or auto transfer on the PMS / Guest folio
* Currency rates and credit-card paid-out bookings
* Executing any other task that might reasonably be expected of you within our hotel
* Generate reports for Front Desk, and Housekeeping as necessary
* Occassionally transport guests in hotel van
* To maintain guest profile by ensuring that guest history records are accurately maintained and all recurring guests are pre-registered, including input of guest questionnaires, response and comments in the system especially for long-staying guest, regular, VIP guests
* To be always available during peak periods
* To be able to carry out all functions of a GSA, Bell Captain & Attendant whenever required
* To liaise with Rooms Reservation with regards to immigration issues for the guest

## Qualifications for guest service agent

* Ability to act calmly under stress and strain, and of not being hasty or impetuous
* Ability to exhibit a cheerful demeanour toward others
* Aptitude to learn operation of hotel switchboard
* Aptitude to learn hotel property management system (Opera)
* Able to work shifts (including night shift) and under pressure
* Previous experience in Front Office Department and Guest Relations