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# Example of Guest Service Agent Job Description

Our company is looking to fill the role of guest service agent. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for guest service agent

* Cash handling and balancing procedures
* Monitor and manage availability on third party websites
* Increase revenue streams for incidentals, tours and promotions
* Ensure security procedures are adhered to at all times
* To have complete knowledge of all room types, rates and hotel matrix
* To develop a close and harmonious working relationship with departments
* Attend meetings and training sessions and meetings as required
* To anticipate guest needs and handle guest enquiry’s in a helpful and attentive manner
* To be knowledgeable on all facilities provided within the Hotel
* Ensure Front Office is clean and well stocked at all times

## Qualifications for guest service agent

* Attention to detail in terms of content and accuracy
* Candidates should have a minimum of 6 months of experience as a front desk agent or within a similar role in the hospitality industry
* The ideal candidate will be customer-oriented and have excellent communication skills, be attentive to detail, and be able to multitask while working in a team-oriented environment
* Ability to schedule and staff department in accordance with business demands and within budgetary guidelines
* Ability to train Front Desk Team Members and ensurance training competency and retention
* Ability to ensure timely team member reviews are completed