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# Example of Guest Service Representative Job Description

Our growing company is looking to fill the role of guest service representative. 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 representative

* Writes and conduct huddle ups
* Leads by example to ensure Guest Services operating procedures are known and adhered to, including but not limited to associate dress code, DYFET, CHANT, BOB, ten-tiling, proper bagging techniques, parcel pickup, You Bag/We Bag expectations
* Ensures Guest Services cleanliness, maintenance, and sanitation
* Directs guests into lanes, monitors BOB, unloads carts, answers questions, respond to lights, and completes overrides as needed
* Presents themself as a manager, takes ownership of guest needs utilizing LAST
* Acts in a professional manner at all times while projecting a cooperative and helpful attitude using discretion and tact
* Conducts Guest Services operations
* Determines where Guest Services staff is needed throughout the day and directs them to that location to maintain efficient Guest Services operations
* Ensures proper staff levels by calling in additional staff to cover call-ins or additional business
* Strictly enforces child labor laws relieving minor employees enabling them to clock out for breaks, lunches and at and the end of their shift as per labor law guidelines

## Qualifications for guest service representative

* Phone etiquette must provide the caller with confidence in the service excellence of the club
* Adjusts daily schedule to actual sales, items and guest projections to maintain 100% productivity
* Communicates immediately with Shift Managers when assistance is required and when the GSR is on a lane
* Opens additional lanes to accommodate business and guest traffic
* Communicates tardiness and absences through effective use of GSR Shift Report
* Holds associates accountable for non-compliance with Guest Services and store policies