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# Example of Guest Service Representative Job Description

Our company is searching for experienced candidates for the position 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

* Associate feedback and appreciation
* Looks for opportunities to present Nice Going memos and stickers to deserving Guest Services associates
* Treats all employees fairly and with the same respect and consideration you would like for yourself
* Asks employees for their help on tasks, never dictate tasks or assignments
* Remains cheerful and courteous setting the tone for the entire Guest Services team
* Adheres to dress code guidelines
* Maintains sense of urgency to help guests and associates promptly
* Willingness to assist where needed
* Check in and out of hotel guests
* Use of telephone

## Qualifications for guest service representative

* Answering guest inquiries and giving proper directions
* Cleaning and stocking work areas/transporting necessary supplies from East/West Wings
* Assist in maintaining guest credit reports, housekeeping reports, special room assignments, coupon issuance
* Approving room charges/posting room charges
* Use computer and other general office equipment
* Interact with all other hotel departments