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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

* May answer inquiries pertaining to hotel services and directions to the hotel, area shopping, dining and entertainment
* Effectively sell the hotel through prescribed standards for booking reservations
* Pre-assign rooms taking consideration of special requests or needs
* Register guests and collect valid method of payment while maintaining accurate information on registration
* Prepare and explain charges at time of check out and finalize guest charges
* Transmits and receives messages to guests and other colleagues
* Keep an accurate accounting of all cash, credit card and credit transactions
* May post charges to room folios such as room and tax, food, liquor, telephone, laundry, movies
* May deposit guest valuable in hotel safe or safety deposit box
* Communicate with applicable colleagues any status change to guest rooms, meeting or banquet facilities

## Qualifications for guest service representative

* Ability to meet all employment qualifications at the time of hire
* May assist with valet, shuttling guests, baggage handling due to business demands
* Other tasks as assigned by the Director of Rooms and Front Desk Manager
* Ability to read and understand English fluently and speak clearly
* 1-3 years previous customer service experience desired
* Working knowledge of computer applications and phone handling