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# Example of Guest Services Associate Job Description

Our growing company is searching for experienced candidates for the position of guest services associate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for guest services associate

* Ability to achieve positive client relations and maximize client satisfaction
* Ability to follow all company security procedures
* Compliance with company apparel requirement at all times and maintain and clean work space
* Assist with various administrative duties as assigned by the Security Director
* Greeting visitors, answering phones, and directing calls appropriately
* Previous corporate environment experience preferred
* Sort and Typing correspondence, filing, copying, ordering supplies, data entry, word processing, sending and receiving faxes, sorting mail and other administrative tasks as assigned
* Perform various Guest Services activities (meet & greet, inventory replenish, conference room set-up, job ticket creation, inserting, delivery, pickup)
* Verify customers' credit, and establish how the customer will pay for the accommodation as stated in the SOP
* Clean and maintain all floor all equipment and facilities on floor support operations

## Qualifications for guest services associate

* Respond promptly and acknowledge all client needs, however busy and whatever time of day
* Enthusiastic personality
* Approve, decline and swap conference room requests in a timely manner
* Provide proactive customer service
* Ability to navigate databases and multiple screens to handle client/visitor requests
* Computer skills and knowledge with basic keyboard familiarity preferred