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# Example of Guest Services Representative Job Description

Our innovative and growing company is hiring for a guest services representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for guest services representative

* Supply guests with directions and information regarding any local areas of interest, property amenities, services, and hours of operation
* Maintain regular communication between all departments, both verbally and written, via email, front desk log book, and shift summaries
* Provide World-Class Guest Service to all guests and staff
* Input guest feedback into Guest Service Recovery system
* Respond to online and telephonic guest feedback and correspond accordingly
* Ensure accountability of till
* Resolve guest concerns efficiently and effectively
* Knowledgeable of all park information, policies, and procedures
* Ability to sit, stand or walk for long periods of time
* Handling inbound customer calls on the Customer Service Hotline

## Qualifications for guest services representative

* A "think outside the box" mentality
* Adapts quickly to change and willingness to take on new task
* Answers customer/client requests or inquiries concerning services, products, billing, complaints, claims, and reports problem areas
* Handling Restaurant Concept complaint calls/emails
* Maintain working knowledge of policies and procedures throughout the company
* Facilitating responses to customer issues -must be able to communicate professionally with all levels of Pilot Management