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# Example of Guest Services Representative Job Description

Our company is growing rapidly and is looking to fill the role of guest services 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 services representative

* Must complete all transactions accurately, within the department time standard, all the while paying careful attention to providing truly great guest service
* Must be open and receptive coaching
* Must follow department and property policies and procedures
* Must be able to answer an internal/external telephone call in a professional manner
* Maintain accurate log of activity including inquiries/problems, marketing event tracking (Gift with Purchase), lost and found
* Professionally communicate with all levels of corporate and salon employees
* Provide information to guests regarding park pricing, attractions, special offers, and other pertinent information
* Coordinate and execute activities for groups
* Responsible for the accuracy of the tickets in the “will-call” box
* Audit, conduct and/or monitor 5-10 in park guest surveys daily

## Qualifications for guest services representative

* Aurus Storeplace
* Polaris / Epsilon
* Shared Spreadsheets
* Outstanding attendance and dependability with the ability to adhere to a somewhat flexible schedule, including rotating Saturdays
* Ability to think on your feet and find solutions to various issues for guests/tenants without direct supervision
* Selling background, general mathematical aptitude, computer literacy in applicable software (Excel, Word, Lotus Notes), strong communication skills and must be multi-task oriented