



Example of Guest Service Associate Job Description

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Our innovative and growing company is looking for a guest service associate. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for guest service associate

- Provide front desk guest service ensuring staff compliance to building badging requirements, guest check in and out procedure, issuing temporary badges as needed
- Utilize inventory and point of sale software as needed to manage sales, check in inventory and manage resources connecting online store and staff resources requirements
- Monitor and maintain public spaces so that they are clean and well presented, coordinating with Center Services and Custodial staff as needed
- Be observant of campus safety and security, coordinating with building security as needed
- This position may be required to work some nights or weekends
- Participate in all weekly Strut Sessions (If Strut Session is on a day associate is not scheduled, the associate will attend a minimum of 1 Strut Session per month)
- Perform all duties of the front desk, including greeting owners and guests, registration, communications system monitoring, dispensing information and portage of luggage, check in/out formalities, cash handling and balancing procedures, tour & travel enquiries/bookings, reservations, night audit procedures and telephone duties
- Possess a thorough knowledge of the operation of all administration equipment eg
- Be confident in advising guests on the local area and what it can provide for hotel guests eg

Qualifications for guest service associate

- Ability to operate company shuttle
- Ability to work a flexible schedule including holidays, weekend, and night audit
- 2-4 years of experience in a call center or communications environment preferred
- Proficient with computers and learning multiple systems
- Have a full understanding of the Resort Facilities
- Increase revenue streams for incidentals, up sell tours and promotions