



# Example of Guest Service Associate Job Description

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

## Responsibilities for guest service associate

- Ensure proper reporting and recording of all items of maintenance required in guest rooms and public areas
- Ensure Resort security procedures are always adhered to
- Assure that office supply inventory levels are maintained and updated as needed
- Gain appropriate authorisations prior to requisitioning services or purchasing items
- Participate in ongoing training and coaching to assure that high standards of hospitality are maintained at all times
- Provide a neat, professional appearance and safe workplace including maintaining reception and foyer area in a clean and tidy state at all times
- Maintain a working relationship with vendors
- Perform maintenance, housekeeping and general functions as required
- Actively participate as a team member to achieve company and departmental goals
- Perform other duties as reasonably requested within your skill and capacity as directed by your manager

## Qualifications for guest service associate

- High standard of personal grooming
- Previous experience with a PMS system (Hirum, Fidelio, Opera etc) advantageous
- Responsible for creating a memorable guest experience

- Responsible for educating all guests on the benefits and savings of Wax Passes and consistency with waxing