

JOB DESCRIPTION

- Guest Service Representative (Front Desk Agent)
- Full Time

Job Summary

- Organize, confirm, process, and conduct all guest check-ins/check-outs, room reservations, requests, changes, and cancellations.
- Secure payment; verify and adjust billing. Activate and file room keys. Process all guest requests and relay messages.
- Print contingency lists to have a record of all guests in case of emergency. Identify and explain room features to guests; supply guests with directions and information regarding property amenities, services, and hours of operation, and local areas of interest.
- Ensure that any outstanding requests or problems from the previous day receive priority and are resolved. Run and review daily reports/logs.
- Complete designated cashier and closing reports in the computer system. Accept and record wake-up call requests and deliver to appropriate department.
- Count bank at beginning and end of shift; secure bank. Process all payment types, adjustment vouchers, paid-outs, correction vouchers, and miscellaneous charges; provide change.
- Notify Loss Prevention/Security of any guest reports of theft.
- Follow all company policies and procedures; report accidents, injuries, and unsafe work conditions to manager; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets.
- Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation.
- Speak with others using clear and professional language; answer telephones using appropriate etiquette.
- Develop and maintain positive working relationships with others; support team to reach common goals.
- Comply with quality assurance expectations and standards. Stand, sit, or walk for an extended period of time.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

*If interested in applying, please contact **Eveleen Ghazarian**, *Human Resources Generalist* at eveleen.ghazarian@marriott.com