



Job Description

Guest Service Representative, Night Auditor (Front Desk)

A Guest Service Representative is responsible for attending to the needs of guests, especially during the check-in and check-out processes in a fast pace environment.

Job functions include:

- ❖ Providing information to guests about hotel policies, services and amenities
- ❖ Provide and assist guests with questions about area information and attractions including the local area (directions, places to eat)
- ❖ Responding to requests from guests for assistance and information
- ❖ Selling rooms to "walk-in" customers
- ❖ Entering/changing reservation information on the computer system
- ❖ Posting charges to guest accounts
- ❖ Explaining charges which appear on guest accounts
- ❖ Processing/posting payments from guests
- ❖ Making necessary corrections to guest accounts
- ❖ Informing housekeeping department about room status/availability
- ❖ Listening for and responding to guest complaints
- ❖ Proficient in making Room Reservations over the phone
- ❖ Taking messages for guests/employees
- ❖ Cleaning the front desk area
- ❖ Maintaining daily communication with other staff members, read Front Desk communication log
- ❖ Balancing shift work and cash drawers
- ❖ Meeting hotel standards for guest service and work habits
- ❖ Run the property management systems night audit
- ❖ Other duties as assigned