

**Guest Service Agent**

**Ensures guest satisfaction and revenue optimization through check-in, check-out and attentive coordination of hotel services for the guest.**

**Responsibilities include:**

- **Registers guests and assigns rooms**
- **Uses suggestive selling techniques to sell rooms and promote other services in the hotel.**
- **Coordinates room status updates with housekeeping department.**
- **Checks guests out of the hotel; processes guest payments.**
- **Responds to guest requests**
- **Handles accounting of monies, receipts, guest accounts and other forms of credit; posts all charges; completes cashier's reports, etc.**
- **Coordinates guest room maintenance work with the engineering department.**

**Qualifications:**

- **Prior hotel desk experience preferred. Opera experience a plus**
- **Strong oral and written communication skills**
- **Customer service experience**
- **Required to work different shifts including weekends and holidays.**

**Salary:**

- **\$10.00 per hour. Increase to \$10.30 per hour upon satisfactory completion of probationary period.**