



GUEST SERVICE REPRESENTATIVE

What's your passion? Whether you're into sports, shopping or karate, at VIP Hospitality Group we're interested in YOU. At VIP, we look for people who are wired to share our core values – vision, integrity, passion, and humility. Are you able to apply the same amount of care and passion to your career as you do to your hobbies - placing our guests at the heart of everything you do? If this is you, VIP Hospitality Group would be honored to have you join our friendly and professional team.

JOB OVERVIEW

The Guest Service Representative provides top notch customer service to ensure guests are taken care of by delivering a guest experience that is unique and brings our service culture to life. They deliver core guest services and supports, assure that service standards are met and an optimum number of rooms are occupied.

DUTIES AND RESPONSIBILITIES

- Demonstrates and promotes a strong commitment to providing the best possible experience for our guests and employees.
- Sells the value of the hotel to all inquiries (via telephone and in person) and strives to convert them into reservations and occupied rooms.
- Responsible for conducting courtesy calls within 20 minutes after guest check-in.
- Processes guest reservations, registrations, payments, and departures.
- Handles collection efforts of all in house balances and notifies management of potential liabilities.
- Balances all cash, check, credit card and city ledger account through verification.
- Responsible for thorough understanding and effective performance of property management system.
- Maintain and organize work area, lobby and Front Desk area daily.
- Respond to all guest requests and follow through to assure satisfactory outcome and compliance.
- Offers guest assistance when needed whenever possible and takes every opportunity to increase guest loyalty.
- Complies with all safety and security policies in accordance with the hotel's standards.

QUALIFICATIONS AND REQUIREMENTS

- Highschool diploma or equivalent
- Must speak fluent English
- Flexible work schedule
- May be required to work nights, weekends and/or holidays
- Frequently standing up behind the desk and front office areas

BENEFITS:

- Bonus/Incentive programs
- Upward mobility/advancement opportunities
- Health benefits for full-time associates
- Paid time off
- Hotel room discount access

So what's your passion? Please get in touch and tell us how you could bring your individual skills to VIP Hospitality Group.

VIP Hospitality Group is an equal opportunity employer Minorities / Female / Disabled / Veterans