

Mazatzal Hotel & Casino

JOB ANNOUNCEMENT

POSITION: Guest Service Representative
DEPARTMENT: Hotel
SHIFT: Day/Swing/Grave
STATUS: Part-time/On-call
RATE: \$13.00

NUMBER OF POSITIONS: 1
REPORTS TO: Hotel Front Office Manager

JOB SUMMARY:

The focus of this position is providing outstanding service to our guests. Guest Service Representatives will act as the customer's agent during their stay ensuring their needs are consistently met.

ESSENTIAL JOB FUNCTIONS:

- Receive room reservations from guest either in person, over the phone, fax, or email.
- Assign suites to arriving guests on a daily basis.
- Check-in guests upon arrival, meeting their special requests whenever possible, and checking –out guests.
- Provide directions to guest to local destinations.
- Maintains supplies for front desk area.
- Inform guests of the amenities at the Hotel and Casino. Assist them in making reservations for our other venues as needed.
- Respond to guest requests and inquiries.
- Take guest messages as needed.
- Perform cashier duties, maintain cash drawer and process credit cards at POS terminal, etc.
- Calculate guests' bills and issue receipts upon payment.
- Handle and direct incoming phone calls on a multi-line phone system.
- Performs other job related duties as assigned.

QUALIFICATIONS:

- High School or GED recommended. Experience may substitute for education.
- Must be able to prefer front desk or related experience.
- Must be able to work independently with minimal direct supervision
- Position is highly guest oriented. Candidates must possess strong service related skills.
- Ability to multi-task in a fast paced environment.
- Must be dependable and punctual.
- Must have basic computer skills, and have strong customer service focus.
- Prior experience with multi phone lines and computer based applications is a plus.
- Must have Strong communication and decision making skills are essential for this position.
- Must be able to work all shifts
- Must be willing to work weekend, holidays and evening shifts.
- Must have a flexible schedule.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

- Blood Pressure must fall under accepted guidelines by the American Heart Association or clearance from a medical doctor.
- Physically mobile with reasonable accommodations to stand for long periods of time.
- Must be able to maintain a positive and professional attitude at all time.
- Must be able to lift 5 pounds to 10 pounds and carry up to 5 pounds to 10 pounds, standing 70% of work time, walking 35% of work time, Sitting 5% of work time.

Mazatzal Hotel & Casino reserves the right to make changes to the above job description whenever necessary.