

# Mazatzal Hotel & Casino

## JOB ANNOUNCEMENT

**POSITION:** Guest Service Representative  
**DEPARTMENT:** Hotel  
**STATUS:** Full-time  
**RATE:** \$D.O.E

**SHIFT:** Days/Swings  
**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 guest'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 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 events 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.
- Demonstrated leadership ability. Ability to remain calm in tense situations.
- Familiarity with MS Excel and Word.
- Performs other job related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

- High School or GED recommended. Experience may substitute for formal education.
- **Front desk or related experience preferred.**
- Must be able to work independently with minimal direct supervision
- Position is highly guest oriented. Candidates must possess strong guest service related skills and strong guest service focus.
- Ability to multi-task in a fast paced environment.
- Must be dependable and punctual.
- Demonstrated leadership ability. Ability to remain calm in tense situations.
- Familiarity with MS Excel and Word.
- 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:**

- Physically mobile with reasonable accommodations to stand for long periods of time.
- Must be able to maintain a positive and professional attitude at all times.
- 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 25% of work time, Sitting 5% of work time.

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