

Mazatzal Hotel & Casino

JOB ANNOUNCEMENT

POSITION: Guest Service Representative
DEPARTMENT: Hotel
STATUS: Full-time
RATE: \$14.00 p/hr

SHIFT: 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:

- 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 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.