



Job title	Guest Service Agent	FLSA Status	Non-Exempt
Reports to	Inn Manager	Department	Inn at Fontanel

Job purpose

Guest Services Agent is responsible for exceptional service to all guests and potential guests by assisting them in a courteous, efficient, and professional manner. Guest Services Agent duties include but not limited to checking guests in/out, reservation management, promoting company programs, maintaining guest records, cash handling, etc while providing customer service in keeping with the MORE Hospitality/Fontanel Attractions vision for guest standards.

Essential Job Functions:

1. Handle reservations, changes and cancellations, as needed, while maintaining MORE Hospitality/Fontanel Attractions service standards.
2. Handle reservations/holds received from sales managers, general managers & owners.
3. Answer all incoming calls, internal and external reservations calls.
4. Quote and be familiar with room and rate availability for current and future dates.
5. Be familiar with property events.
6. Be familiar with all policies and procedures.
7. Superb written and verbal communication skills.
8. Ability to work independently and as a team player.
9. Requires flexible schedule.
10. Comply with attendance rules and be available to work on a regular basis.
11. Perform any other job related duties as assigned.

REQUIRED SKILLS AND ABILITIES:

- Superb Communication Skills
- Must be able to multi-task/Maintain high level of organization
- Must be able to work in a face paced environment
- Maintain confidentiality
- Outstanding customer relation skills

Minimum Qualifications:

High School Diploma or Equivalent required

Minimum 1 year customer service experience

Minimum 1 year experience using a point of sale, reservation and/or Microsoft office suite system required.

Must be able to communicate in English, both verbally and written

Maintain a professional appearance and manner at all times.

Must communicate well with guests and team members for seamless guest satisfaction. Ability to effectively deal with customer issues with tact, diligence and prompt resolution.

Physical requirements

Ability to sit, stand, walk for long periods of time and use your hands continuously. Ability to lift up to 40 lbs.

Additional Information

MORE American Hospitality and Fontanel Properties are proud to be an Affirmative Action/Equal Opportunity Employer. MORE American Hospitality and Fontanel Properties are committed to providing equal employment opportunity for all persons in all facets of employment. EOE Minorities/Women/Veterans/Disabled.

The employee is expected to adhere to all company policies.
I have read and understand this explanation and job description

Signature:	
Print Full Name:	
Date:	