

The Highline Hotel

Guest Services / Host

Summary of Position:

Responsible for providing quality guest service as it pertains to checking in/out of hotel guests; PBX operations to include mail/message service; taking hotel reservations; and concierge services in a gracious and professional manner. Demand accuracy with daily accounting procedures.

Duties & Responsibilities:

- Check-in and check-out hotel guests in a confident, professional, and friendly manner.
- Initiate courtesy call after check-in to ensure guest is satisfied with accommodations as well as offer any assistance.
- Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
- Provide gracious and efficient telephone service as it relates to general PBX services. Calls should be answered promptly and knowledgeably, always ensuring complete and accurate information.
- Review arrivals noting special requests and blocking rooms as necessary for VIP and group arrivals.
- Complete all items as listed on shift checklists.
- Bucket checks to be performed by each shift to verify data as it pertains to: 1. Guest name, 2. Guest address, 3. Room rate, 4. Date of departure, 5. Number of guests in room, and 6. credit card imprint.
- Ensure proper credit card procedures are followed at all times to include credit card imprint and guest signature on registration slip.
- Adhere to all cashing procedures: open, secure and balance out shift banks to include the verification of all cash, credit card, and check transactions during a given shift.
- Advise guest of any packages, messages, mail, faxes, etc. received for them.
- Communicate service and amenities of the hotel to guests.
- Communicate VIP arrivals to designated personnel for escort and delivery of amenities.
- Take record and relay messages accurately, completely and legibly.
- Offer detailed information on the voice mail system to callers and guests wishing to leave messages.
- Accept and record wake-up call requests and execute wake-up calls.
- Communicate pertinent guest information to designated departments/personnel (i.e., special requests, amenity deliver).
- Meet with departing Front Desk Host to review business status, log-book and follow-up items.
- Provide Concierge service - fluent knowledge of local restaurants, special events, city attractions, and guest amenities.
- Knowledgeable of hotel fire and emergency procedures.

- Assist in Front Desk daily clean up Registering guests using iPads – (OPERA PMS) experience preferred but not required
- Keep the front desk as well as lobby areas clean and well organized.
- Assist with reservations calls in a professional manner.
- Legibly document maintenance needs in front desk log and submit to Manager.
- Maintain complete knowledge at all times of:
 - a. all hotel features/services, hours of operation.
 - b. all room types, numbers, layout, décor, appointments and location.
 - c. all room rates, special packages and promotions.
 - d. daily house count and expected arrivals/departures.
 - e. room availability status for any given day.
 - f. scheduled daily group activities.
- Complete final manual postings for all miscellaneous income departments.
- Balance all miscellaneous income departments against vouchers, tape totals, and property management system totals.
- Complete a Room Rate Exceptions report to determine any and all inappropriate rates.
- Prepare all next day guest reservations arrivals Check in slips.
- Prepare appropriate housekeeping reports for next business day.
- Perform research on credit card charge-backs as directed by hotel management

Qualifications:

- At least 6 months experience in a similar capacity.
- Be able to work in a standing position for long periods of time (up to 5 hours).
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with a minimum of supervision.
- Ability to satisfactorily communicate in English (speak, read, write) with guests, co-workers and management to their understanding.
- Ability to accurately compute and manipulate mathematical calculations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Welcome guests to the Highline Hotel, Thank all guests for their stay
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact, and diplomacy to defuse anger.
- Ability to work well under pressure of check-in/check-out of guests and handle multiple tasks at once.
- Ability to grasp, bend, and stoop; push or pull heavy loads weighing up to 25 lbs.; and lift and/or carry or otherwise move packages, boxes, and luggage.
- Punctuality and regular and reliable attendance.
- Honesty and Integrity
- Any other reasonable requests as made by the Director of Front Office, Front Office Supervisor

Other

- Maintain clean and tidy appearance
- Maintain crisp, clean and appropriate uniform
- Maintain clean and tidy work area

Position Offers:

- Competitive Salary
- Growth Potential
- Health and Dental Insurance
- Paid Vacation

Disclaimer:

The above is intended to describe the general contents of, and requirements for, the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.