

# POSITION profile



## Position

**Guest Services Agent**

## Responsibilities

- Greeting guests on arrival, offering directions, and assistance as needed.
- Assisting guests with luggage to and from rooms.
- Tagging, storage and retrieval of guest luggage.
- Collecting and distributing guest laundry.
- Room checks for the front desk when needed.
- Delivery of V.I.P.'s and any guest related items.
- Floor walks, and pick up and delivery of cots, cribs, etc....
- Driving airport shuttle to pick up and drop off hotel guests.
- Room Service order preparation and delivery.
- Perform all duties in a safe manner according to established safe work practices.
- Report any accidents, injuries, near misses and/or hazardous conditions.
- Other related duties as necessary.

## Qualifications

- Must be 18 for the purposes of serving alcohol.
- Must have valid drivers license with clean driving record.
- Previous customer service experience.
- Friendly and professional demeanor.
- Physically fit; bending, lifting and pushing carts necessary.
- Must be able to perform duties without supervision.
- Must be fluent in English, written and spoken.

## Hours of work

Days of the week vary according to business levels.

## Reports to

Guest Services Manager / Assistant / Supervisor