

Position: Guest Service Representative / Concierge (Gallery Host / Loyalty Specialist - applicable to some Hyatt properties)	Department: Rooms (Front Desk)	Supervisor: Guest Service Manager	
Job Titles Supervised: None	Date: 10/24/2018	FLSA: Hourly (Non-Exempt)	Benefits: Eligible if Full Time

Overview:

This position maximizes revenue and creates value by providing excellent customer service. This includes effective reservation sales, handling all guest accounts efficiently and accurately, and assisting in all phases of guest experience such as check-in, check-out, and problem resolution.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- **Working Safely** is a condition of employment. *All employees must follow the safety policies*
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive “can do” attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly “hello.” Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- Welcome and check-in guests in a friendly and efficient manner, demonstrate excellent customer service and phone etiquette
- Accountable for assigned cash drawer(s) and cash balances (make correct change)
- Answer and transfer calls in timely (preferably 3 rings) and courteous fashion
- Manage all aspects of the reservations process (process room reservations, secure deposit and send confirmation); use suggestive selling techniques, stay abreast of local rates, in-house strategy, group and special rate plans and packages, available inventory, etc.
- Monitor reservations e-mail account; reply to e-mail correspondence in a timely, courteous, and professional manner; process e-mail requests/reservations accordingly
- Understand how to check room availability and housekeeping/maintenance status, ensure against overbooking, and that guests are provided an inspected room
- Maintain full knowledge of all room types, features, locations, rates
- Verify accuracy of information in property management system by entering data correctly and checking daily arrivals
- Effectively handle all guest inquiries, requests and complaints; confirm guest needs have been met; timely alert manager on duty to any unresolved complaints
- Communicate effectively with all departments
- Develop a working knowledge of local attractions, business locations, and points of interest
- Review daily activities and groups, communicate details with co-workers and guests as needed
- Direct traffic inside the hotel with vendors, overnight guests, employees, meeting attendees, restaurant/ lounge guests, visitors
- Know location, basic troubleshooting and relevant contact list for all major hotel systems
- Knowledge of all hotels services, amenities, and hours of operation
- May be first point of contact during any emergency; be familiar with all emergency procedures as documented in hotel Emergency Manuals
- Accurately handle all in-house accounts including guest names, room charges, methods of payment, special requests, etc.
- Handle services for guests including guest mail, messages, telephone calls, faxes, wake-up calls, after-hours requests (i.e., extra towels, pillows etc.) ,and general inquiries
- Confirm guest satisfaction at check-out and take appropriate corrective action if necessary. Say, "Thank you."
- Perform daily reporting requirements based on specific hotel needs
- Ensure transfer of information from shift to shift at the Front Desk
- Keep adequate inventory of front desk and guest supplies available at all times. Communicate shortages as necessary
- Understand operation of guest room features, i.e. HVAC units, thermostats, showers, windows, etc.
- **Gallery Host (Hyatt) job duties also include: prepare, sets up, stock, take down, clean, and provide quality beverages and food products consistently for all guests by adhering to all recipe and presentation standards. Use suggestive selling techniques**
- **Loyalty Specialist (Hyatt) as assigned – Administrative sales support; Promoting World of Hyatt eligibility to non-members; Support gallery in tracking breakfast for guests; First level of support for all group and volume account reservations. (Dual reporting responsibilities to DOS and GSM)**

Concierge Job Duties: Some locations will perform Concierge duties such as:

- Maintain familiarity with local restaurants and attractions and provide guests with suggestions and directions
- Book reservations for guests at local restaurants
- Assist guest with additional needs and requests

Skills Required:

Provide high level customer service, communicate effectively with guests and team members, follow instructions, ability to learn quickly, pay attention to detail, and maintain composure when working under pressure; demonstrates very good phone skills

Experience / Education:

Prior customer service experience is preferred; high school diploma and/or equivalent work experience preferred, but not required

Performance Measurement:

90 Day performance review, ongoing feedback from supervisor, attendance, productivity, feedback from others, guest comments, Brand Scores, cash over/short, Signature, etc.

Physical Demands:

This is a physically demanding job that requires extended periods of walking and standing with some bending and lifting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (See Physical Requirements section for detailed information)

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager

Date

Employee Signature

Date

Physical Requirements of this position

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: Approximate requirements of time tasks are performed in carrying out job duties.

(To update boxes – place curser to the left of the box, double click, under “Default Value” click on not checked or unchecked to select the box.)

Sitting (Number of hours a worker must be sitting)	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Standing (Number of hours standing)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Majority of time spent standing while performing duties.
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input checked="" type="checkbox"/> 7 or more hours/day	

Walking (Number of hours walking)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Moderate walking while performing duties.
<input checked="" type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Bending	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Infrequent bending while performing duties, i.e. picking up supplies.
<input checked="" type="checkbox"/> Infrequent Bending: 1-120 bends/day (15 bends/hour)	
<input type="checkbox"/> Moderate Bending: 121-480 bends/day (1 bend/minute)	
<input type="checkbox"/> Frequent Bending: 481 or greater bends/day (>1 bend/minute)	

Squatting	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> Infrequent Squatting: 1-120 squats/day (15 squats/hour)	
<input type="checkbox"/> Moderate Squatting: 121-480 squats/day (1 squats/minute)	
<input type="checkbox"/> Frequent Squatting: 481 or greater squats/day (>1squat/minute)	

Kneeling	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> Infrequent Kneeling	
<input type="checkbox"/> Moderate Kneeling	
<input type="checkbox"/> Frequent Kneeling	



Twisting	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Infrequent twisting while performing duties.
<input checked="" type="checkbox"/> Infrequent: 1-120 twists/day	
<input type="checkbox"/> Moderate: 121-480 twists/day	
<input type="checkbox"/> Frequent: 481 or greater twists/day (>1 twist/minute)	

Lifting Floor to Waist	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Infrequent lifting while performing duties.
<input checked="" type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

Lifting to Waist to Shoulder	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Infrequent lifting while performing duties.
<input checked="" type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

Lifting Overhead	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

Pushing / Pulling	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Wrist / Hand / Fingers Repetitive Movements	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Majority of time spent performing repetitive motion, i.e. keying data into reservation system.
<input type="checkbox"/> Infrequent	
<input type="checkbox"/> Moderate	
<input checked="" type="checkbox"/> Frequent	

Cardiovascular - Endurance (Maximum Work-load Required Each Day)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Majority of time spend standing on feet
<input checked="" type="checkbox"/> Light energy requirements	
<input type="checkbox"/> Moderate energy requirements	
<input type="checkbox"/> High energy requirements	

Manager

Date

Employee Signature

Date