

JOB DESCRIPTION
GUEST SERVICES AGENT

Reports to: HOSPITALITY OPERATIONS MANAGER (LFM/MCSC)

Subordinate Reports: N/A

Working Relationships: Housekeeping Staff
Facilities Engineer
Catering Vendors

Responsibilities:

- To provide excellent service to guests, ensuring level of service meets MCSC standards;
- Ensure efficient operations of the Front Office; and
- Ensure the facilities policies and procedures are followed.

Specific Duties:

1. Able to perform all duties and tasks assigned;
2. Check guests in and out;
3. Collect and process payments;
4. Answer switchboard and direct calls;
5. Ability to give directions and information about the MCSC guest rooms;
6. Process reservations; quoting correct rates and utilizing Yield Management strategies;
7. Ability to balance the Front Office transactions at the end of the shift;
8. Respond to guest requests and pass on information to the appropriate personnel when necessary;
9. Log maintenance requests following proper MCSC procedures;
10. Supply information about area services, attractions and dining, to MCSC guests;
11. Read MCSC and Front Desk memo and log books;
12. Ensure that room assignments, VIP lists, pre-registration, and special requests are completed;
13. Handle all guest complaints or contact senior management if necessary;
14. Empowered to do what is necessary to ensure guest satisfaction within MCSC Policy and within reason;
15. Ability to pass on information regarding special requests, complaints, suggestions;
16. Know all fire, life and safety procedures: take all means necessary to ensure the safety and comfort to all guests and staff in an emergency;
17. Communicate any pertinent information to other staff;
18. Perform effective and efficient running of day to day operations of the Front Office; and
19. Perform other duties as required.