



TETHEROW

BEND OREGON

POSITION DESCRIPTION

Position	Guest Service Associate / Concierge
-----------------	-------------------------------------

Reports To	Guest Services Manager
-------------------	------------------------

Position Purpose	Responsible for attending to the needs of guests, especially during check-in and check-out. Your primary function is to offer genuine warmth and hospitality to incoming guests using the Tetherow Key 3 (Acknowledge & Smile, Anticipate & Deliver, and Sincerely Thank).
-------------------------	---

General Description of Duties and Responsibilities:

- Greet guests as they enter Guest Services building.
- Operate front desk duties with a welcoming spirit and efficiency.
- Keep time required for check-in and check-out to a minimum.
- Answer, record, and process guest requests as well as special occasions (birthday, anniversary, etc).
- Verify all names of party on reservation (first and last).
- See that final bills are provided to guests promptly.
- Direct guests to proper resort staff members for escort, transportation, and concierge services.
- Coordinate with housekeeping to ensure ready rooms.
- Confirm reservations, assign rooms and issue room keys.
- Provide information to guests about hotel policies, services and amenities.
- Respond to requests from guests for assistance and information about the local area (e.g. directions, places to eat, activities, events, etc.).
- Make dining and activity reservations for guests.
- Obtain tickets for events, when possible, and charge to guest folio.
- Arrange for interpreters or translators when needed.
- Sell rooms to "walk-in" customers.
- Enter/change reservation information on the computer system.
- Post charges to guest accounts.
- Process payments from guests.
- Make necessary corrections to guest accounts.
- Inform housekeeping and maintenance departments about room status/availability.
- Listen for and respond to guest complaints.
- Operate hotel switchboard or PBX as needed.
- Maintain cleanliness of the front desk area.
- Maintain daily logs and reports.
- Balance shift work and cash drawers.
- Arrange for the replacement of items lost by travelers by suggesting a complimentary "I forgot" package of toiletries available at the front desk.
- Additional Responsibilities:
 - Any other duties assigned by Supervisor.

Experience / Education / Certification Requirements:**Education:**

A high school diploma or equivalency degree is required. Strong computer skills with Excel and Word, and at least one year's service with a hotel, including some experience in operating or assisting at the reservation desk is highly desirable. Familiarity with the local area and its attractions is key.

Experience:

- Ability to handle challenging situations which will require high levels of patience, tact, and diplomacy to diffuse anxiety and collect info to resolve problems.
- Ability to work under pressure and deal with stressful situations during busy periods.
- Must have knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Gives full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and acting on information gleaned.
- Develops constructive and cooperative working relationships with others, and reinforces them over time.

Physical Requirements:

- Ability to engage in both written and oral communication.
- Normal hearing and vision ranges required.
- Identify and distinguish colors.
- Frequent sitting with some standing and walking.
- Frequently lifts/carries up to 5 lbs.
- Ability to stoop, kneel, grasp, lift, push, and pull weights up to 50 lbs.
- Continual use of manual dexterity and gross motor skills with frequent use of bi-manual dexterity and fine motor skills.

Working Conditions:

- Generally in an indoor office setting.
- Will be using a computer frequently.
- Varying schedule to include evenings, holidays and extended hours as business dictates.