Position: **Guest Service Representative (GSR)**

Summary of requirements:

The Guest Service Representative (GSR) is responsible for providing excellent guest service by following the Shaker Village Inn Service Pledge and by going above and beyond for every guest at every interaction while complying with all Shaker Village policies. The GSR is also responsible for daily operational duties of the Inn to ensure flawless operations designed to provide an excellent experience for all Shaker Village visitors and guests.

Specific Duties and Essential Duties:

1. Checks guests in and out in a cheerful, friendly manner, maintaining efficiency, accuracy and compliance with legal requirements and Shaker Village standards.
2. Ensures accurate processing of charges and completes/balances end of shift reports with full handover to next shift.
3. Sells guest rooms and services available as appropriate with understanding and application of Shaker Village policies.
4. Responsible for giving accurate information of the property, hotel, restaurant, and surrounding area by telephone and in person to hotel and Village guests.
5. Must be able to multitask and respond in order of importance.
6. Supports marketing, sales, special event programs as required.
7. Knows rates, locations, furnishings, amenities and special features of all guest rooms and property.
8. Shows and/or describes rooms to prospective guests.
9. Operates telephone switchboard professionally and efficiently, receive and transfers calls, takes messages thoroughly and accurately and notifies guests of message and ensures timely wake up calls.
10. Demonstrates competence in giving directions to and from Shaker Village and other area attractions within the region.
11. Takes and records advance hotel reservation with accuracy, confirms as requested; knows status for reservations on a daily and future basis.
12. Observes safe cash handling procedures required by Shaker Village policy and is responsible for cash drawer, cash, credit card, gift certificates and check transactions.
13. Takes and records advance Dixie Bell Boat reservations and horse stall and paddock reservations with accuracy and confirms.
14. Takes and records dining reservation for guests onsite and/or over the telephone with accuracy and confirms.
15. Sells admission tickets, gift certificates and equestrian passes, gift certificates, tour tickets and follows procedures for properly logging the passes and sale.
16. Sells paintings and other gift shop items for the gift shop when necessary.
17. Monitors the Tyco/ADT alarm box and follows Shaker Village emergency procedures.
18. Knows and follows key control and security procedures.
19. Collects property usage waivers and gives directions along with property map to guests.
20. Knows all emergency procedures (fire, severe weather, bomb threats, guest accident/illness, etc.) and responds accordingly.
21. Turns in all lost and found items, tags and stores as directed by Lodging Manager
22. Conducts security checks as directed and maintains security of guests and buildings
23. Maintains a clean and organized front lobby, front desk area and public restrooms as needed.
24. Monitors the weather radio and sends out email to entire Shaker Village staff when weather alerts or warnings are issued. Also broadcasts the alerts or warnings over the maintenance and housekeeping radios.
25. Cleans guest rooms as requested or when needed.
26. Picks up litter in the parking lot and public areas as directed.
27. Works night shift as required.

Standards of Performance

1. Reports to work on time as scheduled. Well groomed with name badge and appropriate attire or proper uniform as defined by Shaker Village policy.
2. Practices excellent customer service behaviors, including but not limited to: listening, initiative, responsiveness, cheerfulness, accommodation, courtesy, honesty and professionalism.
3. Demonstrates excellent and clear communication skills and helps ensure optimum communication between all shifts, departments and management.
4. Demonstrates positive team spirit by providing assistance to other team members as necessary to achieve require standards of productivity and guest care.
5. Makes decisions in the best interest of Shaker Village and in compliance with all applicable policies and procedures.
6. Understands and uses applicable standard operating procedures.
7. Knows the hours of operations of the hotel, restaurant, gift shops, nature preserve and museum and is aware of amenities.
8. Controls costs by properly using departmental supplies, water and electricity.
9. Responds to guest complaints and issues appropriately using the “LEARN” model.
10. Reports items/areas needing maintenance per Shaker Village policy.
11. Reports any unlawful or suspicious activities to direct supervisor immediately.
12. Attends and participates in staff, safety and training meetings and classes.
13. Abides by all rules and regulations of Shaker Village.
14. Promotes Shaker Village and its amenities in a positive manner.
15. Maintains a high level of professional confidentiality regarding the inner operations of Shaker Village, both inside and outside of the workplace.
16. Ensures accurate and timely completion of reports.
17. Performs other tasks as assigned by direct supervisor, Housekeeping Manager, Lodging Manager, and other Shaker Village Management.

Physical Requirements:

1. This position requires the employee to bend, stoop, and the mobility of stairs.
2. Requires hand and eye coordination and manual dexterity.
3. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.
4. Requires the mobility to climb stairs and frequently lift and/or move heavy objects weighing up to 50 pounds.
5. Must be able to stand for long periods of time.

Working Environment and Conditions:

1. Frequently walking to and from various structures throughout Shaker Village
2. Inside/Outside work – fluctuating temperatures
3. Noise level is usually quiet
4. This position requires working a revolving schedule of different shifts and days that include weekends, Holidays and possibly evenings

Qualifications:

1. High school diploma
2. Prefer three years of hospitality and/or face-to-face customer service experience, preferably in hotel guest services
3. Basic Math skills: addition, subtraction, multiplication and division
4. Language skills: ability to communicate in English, write reports with proper format, punctuation, spelling and grammar, speak with poise, voice control and confidence using correction English and pleasant voice tone.
5. Ability and willingness to follow the guidelines in the GSR job description.
6. Positive team oriented attitude with a passion for guest service.

Financial Responsibilities:

1. Cash drawer accountability during shift, accurate processing of charges, and collection of payments and preparation of deposits.
2. Balances cash drawer at shift end of each day as applicable.

Equipment:

1. Computer Skills – ability to learn and be proficient in the use of Property Management System, Microsoft Outlook, Word and Excel
2. Telephone system with multiple lines