Business Name: Hilton Garden Inn Atlanta Downtown

Business Address: 275 Baker Street NW, Atlanta, Georgia 30313

Contact:
Lauren Dwyer
Human Resources Manager
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Website: lvmgt.com

Compensation Type: Hourly

Pay Rate or Salary Range: $10.00

Benefits: Yes

Job Level: Full-Time Position

Job Description: Guest Service Representative

Immediate Supervisor: Front Office Manager

SUMMARY: Accommodates guests of a hotel or motel by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned by a manager or supervisor as needed.

- Respond to guest immediately upon entering the lobby, 10-4 Rule should be maintained at all times.
- Greets, registers, and assigns rooms to guests. Issues room key and room directions to Bellman or guest.
- Dates stamps, sorts, and racks incoming mail and messages.
- Transmits and receives telephone messages.
- Answers inquiries pertaining to hotel services; registration of guests; and shopping, dining, entertainment, and travel directions.
- Keeps records of room availability and guests' accounts.
- Computes bill, collects payment, and makes changes as required for guests.
• Makes and confirms reservations.
• Posts charges such as room, food, liquor, or telephone to ledger.
• Makes restaurant, transportation, or entertainment reservations, and arranges for tours.
• Deposits guests’ valuables in hotel safe or safe deposit box.
• May be required at any time to fill in the job duties of either the reservationist or the PBX operator (review individual job descriptions).
• Uses suggestive selling skills and company sales programs to maximize revenue and occupancy levels.
• Reports all necessary reporting procedures in documenting guest requests.
• Handles accounting of money, receipts, guest accounts and credit through operation of the Front Desk computer system and completion of reports required to ensure company funds are secure.
• Proper uniform, and name tag worn at all times.
• Uses guests name a minimum of three times during check-in and check-out.
• Insures that incoming calls to the switchboard are answered within three rings.
• Must be knowledgeable of all in-house services and able to assist guests when questioned.
• Bucket checks must be performed a minimum of one time per shift.
• When responding to the switchboard, the proper telephone script must be used at all times.
• Must respond to a guest request within 10 minutes of time request was made.
• Room directions, along with hotel outlets, along with hours of operation must be explained to all guests.
• Outgoing facsimile messages must be sent within five minutes from the time requested.
• Guests must be notified of an incoming fax within five minutes.
• When approached by a guest with a problem, associate will empower himself/herself with the responsibility of assisting the customer in solving the problem.
• Interacts with internal and external customers in a positive, professional and accommodating manner.
• Telephone messages must be communicated to the guest within one minute of receiving the call.
• Courtesy calls must be placed to newly rented rooms to ensure guest is completely satisfied.
• Associate will understand the financial goals of their department and hotel.
• Associate will understand the role they play in attaining the financial goals of their department and hotel.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have a flexible schedule and ability to work days, evenings or nights any day of the week, including weekends and holidays.
- Must have exceptional customer service skills
- Demonstrated ability to perform multiple tasks in a busy environment and remain flexible
- Ability to work well in a team environment

**EDUCATION and/or EXPERIENCE:** High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other associates of the organization.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:** Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to ensure individuals with disabilities to perform the essential functions.

While performing the duties of this job, the associate is regularly required to stand; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The associate is occasionally required to walk and reach with hands and arms.

The associate must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 10 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Please apply at lvmgt.com. You can also send resumes to Lauren Dwyer at Lauren.Dwyer@hilton.com.