

Guest Service Representative

Job description:

Come Join Our Team as a Guest Service Representative!

The Holiday Inn Duluth Downtown has immediate openings for Guest Service Representatives to work at our hotel's Front Desk. We are looking to hire fantastic people who are motivated to provide outstanding customer service and a welcoming environment to our hotel guests, who demonstrate professionalism in their job, and who work efficiently and with attention to detail to get the job done. We are searching for individuals who are outgoing, want to have some fun at work, and will enjoy being part of a great TEAM!

Position Responsibilities:

Making our guests feel welcome and providing them with superior customer service.

Making room reservations and processing guest check-ins and check-outs.

Answering inquiries pertaining to hotel services, guest registration, shopping, dining, entertainment, and the local area.

Explaining hotel specials, promotions, and brand loyalty benefit programs to guests.

Posting charges to guest accounts, computing guest bills, collecting payment, and making change.

Operating a multi-line phone system and other electronic communications equipment and office equipment

Responding to and resolving guest concerns and issues.

Keeping the hotel market neat and fully-stocked; processing guest purchases.

Qualifications:

High school diploma or equivalent is preferred.

Excellent computer skills are required.

One to three years of previous experience in similar or related jobs is preferred but we are willing to train the right candidate.

Pay: Starting at \$16.00 per hour.

Benefits: Eligibility is based on PT or FT status.

Paid Time Off (PTO)

Holiday Pay (If Worked)

Health and Life Insurance

401(k) Plan with Employer Contributions

Meal Benefit

Employee Discounts for Holiday Inn Hotel Stays

Uniforms are Provided

Shift:

PT and FT positions available.

Daytime and evening shifts are available.

Must be willing and able to work weekends and holidays.

Job Types: Full-time, Part-time

Work Location: In person