



## Job Description

**Job Title:** Guest Service Agent  
**Reports To:** Front Office Manager  
**FLSA Status:** Non-Exempt  
**Department:** Front Office  
**Division:** Front Desk

**Summary:** Acts as a representative of the hotel by providing information and services to guests by performing the following duties.

**Duties and Responsibilities** include the following. Other duties may be assigned.

1. Provides quality customer service.
2. Checks in and checks out guests.
3. Maintains an inventory of vacancies, reservations and room assignments.
4. Registers arriving guests and assigns rooms.
5. Makes reservations.
6. Answers and transfers telephone calls.
7. Answers inquiries about the hotel and surrounding area.
8. Resolves billing issues.
9. Attends to and resolves guest complaints.