Guest Service Agent

Job Details

Level: Entry
Job Location: 0ZH32 - San Francisco, CA Remote Type
Position Type: Full-Time/Part-Time
Education Level: High School
Salary Range: Undisclosed
Travel Percentage: None
Job Shift: Any
Job Category: Hospitality - Hotel

Description

ABOUT US

We believe our guests shouldn’t be the only ones wanting to keep on coming back – our team members should also! Everyone should leave work feeling great about their day, that’s why we hire exceptional individuals who not only provide extraordinary experiences for our guests, but also curate a fun work environment. We support the idea of being an inclusive team, this means every unique team member is an essential part of the hotel’s success— we’re in this together.

WHAT YOU’LL DO: The Guest Service Agents provide exceptional service to all hotel guest, process guest payments and acts as an information source on various matters.

IN THIS ROLE YOU WILL

• Provide quality guest service as it pertains to checking in/out of hotel guests
• Respond to guest requests to ensure their expectations are exceeded
• Strong command of managing several tasks with speed and accuracy
• Answers telephones, takes hotel reservations when reservation agents are absent, and provides services in a gracious and professional manner

Qualifications

ABOUT YOU

• Must have schedule flexibility for various shifts weekdays, weekends, nights, and holidays
• Ability to lift up to 50lbs plus stand, walk and move around during entire 8 hour shift
• Must be computer efficient, and computer literate to operate basic windows PC programs
and operate online database which hosts Hotel's property management system (PMS). Basic cashier skills to receive credit card and cash payments from guests required as well.

**BONUS POINTS**

- Previous hotel experience in a guest service role
- Previous Opera Property Management System experience

**WHY JOIN US**

Working is hard; let’s make it worth it! In addition to a competitive benefits package (80%-100% health care coverage, dental, vision, chiropractic, 401k plan with employer matching, and paid time off) for eligible team members, we also celebrate YOU! Join the Marker family - we are a determined fun team with a can-do attitude.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position.

**To apply, please contact Marine Taharount at (707) 246-7427.**

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