

GUEST SERVICES ASSISTANT*

Function of Job:

Under direct supervision of designated supervisor, to perform duties related to the assignment of rooms, checking in and out of guests, and receiving payment required.

Characteristic Duties and Responsibilities:

1. Assign rooms to guests, provide appropriate keys, and obtain services of bell-hop as required.
2. Assure that guest folio information is completed properly, including room number, rate, length of stay, date of departure, and correct billing address, if credit is used, and utilize property management system to post to and maintain guest accounts.
3. Provide information to guests as requested and check room keys during temporary absences.
4. Time stamp mail and messages received, and sort for distribution.
5. Receive vouchers for services charged to guests and post on billing machine.
6. Maintain accurate and current room rack and files.
7. Be responsible for safe handling and receipting of guest valuables prior to storage in safe deposit boxes.
8. Check out departing guests, calculate total till, receive payment or bill to credit source, and notify housekeeper of vacated rooms.
9. Receive guest feedback and communicate to appropriate staff member; resolve problems if possible.
10. Cash-out and balance drawer at end of shift.
11. Operate PBX switchboard as required.
12. Receive and adjust complaints as required.
13. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation.
2. Ability to perform simple mathematical calculations and answer questions on services and facilities.
3. Six months training or equivalent experience performing similar work.
4. Demonstrated reliability and ability to deal with the public.
5. Willingness to work nights and/or weekends if required.

Additional Desirable Qualifications:

1. Experience in handling cash and making change.
2. Clerical experience.
3. Ability to operate PBX switchboard.
4. Experience with computerized property management system.

4/17/00 _____
System Approval

4/17/00 _____
Effective Date

* Revised – Original approved 6/25/75 and revised 7/30/80 as Room Clerk

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.