

Fort Worden Lifelong Learning Center Public Development Authority

Guest Services Representative Night Shift

Purpose of this position: The *position* is responsible for providing attentive, courteous and efficient customer service at all times.

Scope: The *position* reports to the Front Desk Lead AM/ PM. Besides maintaining our vision by adhering to our values, you will be expected to provide the highest level of service to our guests in all Front Desk related functions while maximizing rate and occupancy to maximize our revenue potential.

Responsibilities:

- Ensure highest level of guest satisfaction by offering attentive service to every guest and associate.
- Resolve guest problems quickly, efficiently and courteously.
- Greet guests immediately with a friendly and sincere welcome. Listen and understand all guest requests, respond with appropriate action, and provide accurate hotel and area information.
- Maximize hotel profitability through effective yield management techniques.
- Be well acquainted with all local attractions, current events, directions and other information on the local area.
- Perform essential front office duties and responsibilities.
- Verify all credit card and required guest information. Close out all guest accounts at check out and thank them for their patronage.
- Perform tasks specific to Graveyard Shift.
- Perform basic cleaning of assigned public areas and restrooms.
- Perform any other tasks that may be assigned as necessary.

Experience and Education:

Need good communication skills, be able to handle multiple tasks and demands. Need operating skills for Windows Office. Accuracy of work is extremely important, as well as attention to detail and follow through. Need to be very dependable & reliable. Preferred candidates will have had past hospitality experience or secondarily, have customer service experience.