

WILDHORSE RESORT CASINO

JOB DESCRIPTION

JOB TITLE: Guest Service Associate/PBX Operator
DIVISION: Hotel/RV
DEPARTMENT: Guest Services
SUPERVISOR'S TITLE: Front Desk Supervisor
SALARY: \$10.00- \$14.00 Hourly

JOB SUMMARY

Primary responsibility is to ensure that WRC guests receive exceptional, friendly and prompt service to enhance their stay or garner return business. Associates are trained to work front desk, RV park, central reservations, casino operator switchboard and night audit. Must remain knowledgeable of WRC promotions, programs, events, packages, rates, operational facts, etc., to up sell the WRC experience.

ESSENTIAL JOB FUNCTIONS:

1. Ensure customer satisfaction that promotes return visits through prompt, efficient, polite, professional and friendly service.
2. Exhibits WRC service standards at all times - sincere greeting, eye contact, smile, proximity rules, uniform standards, anticipate guest needs, etc.
3. Promotes and adheres to safety rules and regulations at all times, to protect guests and employees from injury, risks or hazards. Promptly report safety concerns to Supervisor.
4. Promptly and efficiently answer all incoming calls and inquiries whether directly or on the telephone, providing detailed and accurate information on casino and resort amenities, calendar of events, directions to WRC, trafficking calls to appropriate location, etc.
5. Remain knowledgeable of rate structures in the Hotel, RV, Golf Course, and Tamastlikt Cultural Institute including discounts, schedules, negotiated rates and special promotions, so accurate information is given to guests and processed in the PMS systems.
6. Work closely with management staff, providing feedback and/or receiving suggestions to optimize and promote property more effectively.
7. Maintain information from each department and handle information request via telephone, mail, fax or email, as appropriate. Maintain and keep current seasonal or limited time special offer materials.
8. Promptly and accurately registers guests into hotel or RV property management systems, and accepts payment as outlined by operational procedures.
9. Upon check in, provide guest with information or assistance as needed - room/RV space location, maps, special offers/coupons available during their stay, special events scheduled, and other WRC amenities.
10. Handle and control all secured assets and functions as required, including issued room keys, verify cash banks, make safe drops, prepare cash reports and follow credit card verification procedures.
11. When conducting night audit functions, prepare daily reports, reconcile daily business, balance accounts in the PMS system, reconcile credit card accounts recapping business day for management.
12. Once night audit complete, shall open a new business day in system, review guests arrivals noting special requests, note any meeting space reservations and verify billing information.
13. When fielding general inquiry calls, must actively promote resort properties to convert sales.
14. Remain knowledgeable of group scheduling and group sales policy.
15. Participates and attends all designated meetings, trainings, and activities as scheduled.
16. Maintains front desk and lobby, including removing discarded items, maintaining supplies, computer terminals, and office equipment and dusting, organizing and polishing of such areas.
17. When assigned to the RV park, maintenance duties include heavy duty cleaning of office and public areas, public restrooms and showers, laundry room and pool deck.
18. Promote internal guest service standards through courteous and respectful behavior at all times.
19. Comply with regulatory laws, employee handbook, department policy, and procedures, safety codes, etc.
20. Assists other hotel areas when needed/requested and performs other duties as assigned.

SIGNATORY ABILITY:

1. None

ACCESS TO SENSITIVE AREAS:

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| 1. Keys | 5. Credit card information |
| 2. Cash drawers | 6. Coupon Redemption |
| 3. Storage areas | 7. Guests personal information |
| 4. Property Management System | |

MINIMUM QUALIFICATIONS:

1. Experience with multi-line phone system.
2. Possess exceptional customer service skills and able to communicate in a pleasant, calm, and clear speaking voice.
3. Hotel Guest Service or Front Desk experience preferred.
4. High School Diploma/GED and be at least 18 years of age.
5. Able to work independently on a computer using word, spreadsheet and database software.
6. Physically fit - able to stand for long periods of time; able to perform repetitive motions with wrists, hands and fingers.
7. Requires strong communication skills: able to generate written dialogue that relays information accurately and effectively, able to provide clear, concise verbal dialogue and possess good auditory acuity to hear, understand and respond to verbal cues.
8. Flexible schedule; able to work various shifts days, swings, graveyard, and holidays as scheduled.
9. Exhibits a professional demeanor through appearance and by maintaining a positive attitude toward all employees and guests.
10. Must pass a background check and be at least 18 years of age.