



RESERVATIONS - GUEST SERVICES REPRESENTATIVE

We are known throughout the industry for providing outstanding **Guest Services**. You can expect a large amount of guest contact in this role so an engaging personality along with good communication skills and confidence will play a key factor in making you the perfect candidate. Individuals will be educated in the application of our computerized reservation and phone system as guest tools. Components of this role are front desk operations including guest reception, hospitality at our entrance and exit station, extensive phone contact and general duties as assigned. This position also requires good diplomatic skills when dealing with conflict resolution. Excellent communication skills, team work, the ability to multitask and being able to work well under pressure in a very fast-paced environment will help you succeed in this position. Those candidates who possess an outgoing, warm and engaging personality will find this role a perfect fit. Bilingualism isn't required but would be considered an asset. This position requires standing throughout the entire shift (up to 8-12 hours). There will be light cleaning duties such as sweeping, mopping, dusting and cleaning windows. This position may also provide support to Front Gate Security