

## Guest Services Agent

The Parkside Hotel & Spa is excited to announce that we are seeking a qualified individual to fill the position of Guest Services Agent.

Duties include but are not limited to:

- Warmly greeting guests during both the check-in and check-out process
- Assisting guests with inquiries and assisting with tourist information
- Answering multiline telephone and directing calls as needed
- Making reservations as needed
- Accepting payments
- Running daily reports
- Liaising with all departments to ensure resort operations run smoothly
- Other duties as required

Our ideal candidate would possess the following skills, education and experience:

- Available to work day, evening and weekend shifts
- Previous customer service experience necessary
- Previous Front Desk experience in a hotel environment is very desirable
- Hospitality education or experience is desirable
- Fluency in a foreign language is desirable
- Team player with proven success in relationship building and a friendly, professional attitude
- Ability to work well independently in a fast-paced environment with minimal supervision
- Commitment to provide excellent service and exceed guests' expectation
- Must be available to work all shifts including evenings and weekends

**Please email resume with subject line Guest Services Agent.**

Thank you for your interest!