



## **JOB ANNOUNCEMENT**

**POSITION:** **Guest Service Representative**  
**DEPARTMENT:** **Hotel**  
**STATUS:** **Full Time**  
**RATE:** **\$12.00**  
**NUMBER OF POSITIONS:** **1**  
**REPORTS TO:** Hotel Front Office Manager

### **JOB SUMMARY:**

The focus of this position is providing outstanding service to our guests. Guest Service Representatives will act as the customer's agent during their stay ensuring their needs are consistently met.

### **ESSENTIAL JOB FUNCTIONS:**

- Receive room reservations from guest either in person, over the phone, fax, or email.
- Assign suites to arriving guests on a daily basis.
- Check-in guests upon arrival, meeting their special requests whenever possible, and checking –out guests.
- Provide directions to guest to local destinations.
- Maintains supplies for front desk area.
- Inform guests of the amenities at the Hotel and Casino. Assist them in making reservations for our other venues as needed.
- Respond to guest requests and inquiries.
- Take guest messages as needed.
- Perform cashier duties, maintain cash drawer and process credit cards at POS terminal, etc.
- Calculate guests' bills and issue receipts upon payment.
- Handle and direct incoming phone calls on a multi-line phone system.
- Performs other job related duties as assigned.

### **QUALIFICATIONS:**

- High School or GED recommended. Experience may substitute for education.
- Must be able to prefer front desk or related experience.
- Must be able to work independently with minimal direct supervision
- Position is highly guest oriented. Candidates must possess strong service related skills.
- Ability to multi-task in a fast paced environment.
- Must be dependable and punctual.
- Must have basic computer skills, and have strong customer service focus.
- Prior experience with multi phone lines and computer based applications is a plus.
- Must have Strong communication and decision making skills are essential for this position.
- Must be able to work all shifts
- Must be willing to work weekend, holidays and evening shifts.
- Must have a flexible schedule.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

- Blood Pressure must fall under accepted guidelines by the American Heart Association or clearance from a medical doctor.
- Physically mobile with reasonable accommodations to stand for long periods of time.
- Must be able to maintain a positive and professional attitude at all time.
- Must be able to lift 5 pounds to 10 pounds and carry up to 5 pounds to 10 pounds, standing 70% of work time, walking 35% of work time, Sitting 5% of work time.

**SHIFT:** **DAY/SWING**  
**OPENING DATE:** **AUGUST 11, 2020**  
**CLOSING DATE:** **AUGUST 18, 2020**

If you are interested, please send letter of interest or resume to HR.  
(Tribal need to submit job application /resume to HR)

**Mazatzal Casino reserves the right to make changes to the above job description whenever necessary.**