

## **Inn at Pleasant Lake / the New London Inn**

*Join Our Team!! - We're Ramping Up for our Best Year Ever!*

### ***Position: Guest Services Agent***

#### Exceptional Team Environment:

- Passion for providing guests with memorable experiences
- Collaborative, open to new ideas, like to have fun
- Value family and friendships and it shows in our work environment

Job Brief: We are looking for a Guest Services Agent to serve as our guests' first point of contact

- Manage aspects of guest experience from initial reservation to 5-star review and intentions to return
- Engage guests to ensure their needs are met with a positive and friendly attitude
- A diversity of tasks keeps the days interesting for our guest services team
- If you have a knack for customer service and a passion for hospitality, we'd like to meet you

#### Guest Services Responsibilities:

- Ensure every guest interaction is 5-star: on-line, email, phone, in-person. Check with guests at least 3 times throughout the visit. Proactively engage to assess and address any concerns.
- Ensure facility condition is up to standard – Clean, lights, trash, music, furniture, patio, parking, baths, etc.
- Sales and promotion – educate guests on our offerings at any opportunity, facilitate sales (rebooking, dinner, to go, retail, etc.). Provide options, when initial response is likely 'no'.
- Reservation Mgmt – systems, data, books, communication/schedule impacts, both Restaurant and Inn
- Welcome guests upon arrival and ensure their comfort - Reception, Check-ins, Check-outs
- Guest Food & Bev Service: PM Tea, stock fridge, Coffee, infused water, To Go meals
- Breakfast Services and Support (depending on size and scheduling)
- Email response and guest communications
- Anticipate concerns or issues and respond to guests' complaints in a timely and professional manner.

#### Key Characteristics and Requirements:

- Excellent, intuitive people skills and a natural disposition to engage and enjoy people
- Customer-centric service attitude
- Excellent communication and organizational skills
- Work experience as a Guest Services Agent, Receptionist or similar role is a plus. Willing to train.
- Experience with hotel and restaurant reservation software is a plus
- Degree in hotel management is a plus, willingness to learn and grow in the role is essential

Compensation Structure: Hourly starting at \$12/hour based on experience (will assess)

*Must be legal to work in the United States and be self-sufficient for transportation.*

***If you want to join a fun team where you are appreciated, and your talents are used to provide the best experience possible to make people happy, we look forward to hearing from you!***