



Our Beliefs

At The Fathom Companies, we are dedicated to cultivating an environment where empowerment, creativity, and teamwork flourish. Fathom and our Team members are strongly supported on the foundation of our six core values: building relationships, embracing dynamism, leading with compassion, fostering accountability, embodying resilience, and maintaining a positive outlook.

Sustainability and community engagement are integral to our mission, as we strive to make meaningful contributions to our local communities. We believe in the boundless opportunities that arise from a foundation of mutual trust and respect.

<u>Position Title:</u>	Guest Services Associate
<u>Location:</u>	The Brunswick Hotel
<u>FLSA:</u>	Non-Exempt
<u>Accountable To:</u>	Front Office Manager of The Brunswick Hotel

POSITION DESCRIPTION

Essential Functions

- Take every opportunity to amaze the guests
- Smile, make eye contact and greet guests immediately
- Maintain a well-groomed, professional appearance at all times, including provided uniform and nametag
- Actively solicit feedback from guests
- Greet and welcome guests upon arrival. Register guests into the computer, verifying reservation, address, and credit information. Promote “preferred” guest program and provide recognition and benefits to all current members.
- Accept payment for guests’ accounts both at the time of registration and at checkout. Maintain a house bank and make a deposit and accurate report of receipts daily
- Promptly respond to and resolve guest requests and concerns
- Answer telephone promptly and properly being polite, courteous, and friendly
- Be friendly, thorough, accurate and efficient in taking reservations
- Be friendly, thorough, accurate and efficient in performing Check-ins
- Be friendly, thorough, accurate and efficient in performing Check-outs
- Assist guests with luggage upon their arrival and departure from the hotel
- Use the guests’ names
- Be knowledgeable and helpful about the local area, the hotel and hotel services
- Handle messages, wake-up calls, mail, and faxes properly
- Assist guests with laundry/dry cleaning needs
- Know of incoming VIPs
- Follow all applicable Operating Procedures
- Follow Company and Hotel Standards

Revenue Generations Skills:

- Demonstrates proper selling techniques during the reservation and walk-in process
- Aggressively seek and react to opportunities to sell rooms, including re-rents, and last rooms available
- Have complete knowledge of hotel rooms, function space, restaurant (if applicable), other outlets, and services
- Increase revenue by offering customers upgraded rooms and promoting hotel amenities and outlets
- Have full understanding of franchise honors program
- Ensure all guests establish credit upon check-in. Improves timeliness of cash flow by adhering to all established credit and inventory control procedures

- Verifies all information on reservations check-in, name, address, method of payment, etc.
- Retrieves proper name and address verification and proper approval codes for cash and credit card paying guests
- Identifies and records special billing instructions and notifies Manager
- Completes shift closing accurately by getting appropriate approval signatures and authorization codes.
- Adheres to hotel policies regarding the use of cash banks
- Stays current with developments in the hotel by reviewing the communication logbook each shift; updates logbook for next shift.
- Makes decisions to mutually benefit the guest and the hotel.
- Reports potential group and corporate contacts to the Sales Manager

Other:

Regular attendance in conformance with the standards, which may be established from time to time, is essential to the successful performance of this position. Associates with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

Due to the cyclical nature of the hospitality industry, associates may be required to work varying schedules to reflect the business needs of the hotel. In addition, attendance at all scheduled training sessions and meetings is required.

Upon employment, all associates are required to fully comply with Trust rules and regulations for the safe and effective operation of the hotel facilities. Associates who violate hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

Teamwork/Supportive Skills:

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the manager based upon the requirements of the hotel:

- Book reservations for those guests who approach the Front Desk
- Be an enthusiastic, helpful and positive member of the team
- Be professional, responsible and mature in conduct and behavior
- Be understanding of, encouraging to and friendly with all co-workers
- Be self-motivated and use time wisely
- Maintain open line of communications with each department
- Communicate pertinent information
- Respond positively to new ideas
- Openly accept critical/developmental feedback
- Report to work on time
- Give adequate notice if going to miss work

- Be available to work a flexible schedule to include weekends and holidays
- Maintain effective communication through the use of meetings, logbooks and bulletins
- Be available to help other departments in emergency situations
- Perform other assignments as directed by the General Manger
- Adhere to all work rules, procedures and policies established by the company including, but not limited to those contained in the associate handbook.

Safety and Security:

- Properly handle and account for keys
- Be knowledgeable of policies regarding emergency procedures and security concerns
- Ensure protection of guests' room numbers

Specific Job Knowledge, Skills and Abilities

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities:

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Must possess basic computer skills.
- Extensive knowledge of the hotel, its services and facilities; General knowledge of the city where the hotel is located and its attractions.

Physical Demands

- Most work tasks are performed indoors.
- Must be able to lift and move up to 20 lbs regularly, and 25-50 lbs. occasionally.
- Must be able to bend, stoop, kneel, squat, reach, and perform repetitive motions.
- Must be able to lift up to 20 lbs. on a regular and continuing basis
- Must be able to push and pull carts and equipment weighing up to 200 lbs. occasionally
- Must be able to exert well-paced ability for up to the entirety of shift. Must be able to move throughout hotel to reach other departments of the hotel on a timely basis. Length of time of these tasks may vary from day to day and task to task.
- Must be able to stand or sit for up to the entirety of shift.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and subordinates
- Requires manual dexterity to use and operate all necessary equipment.
- Must have finger dexterity to be able to operate office equipment.
- Ability to properly operate office equipment
- Ability to travel to multiple locations for business needs and presentations.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception
- Must be able to identify and address deficiencies in cleanliness and safety standards and notify appropriate team members.
- Ability to spend extended lengths of time viewing a computer screen . This time can be up to the length of entire shift.

Qualifications

High School or equivalent education required. Prior experience in a public contact position.

Grooming

All associates must maintain a neat, clean and well-groomed appearance per Hotel standards

This job description is not an exhaustive list and may require associates perform other duties from time to time.

Print Name: _____

Signature: _____

Date: _____