

Guest Services Associate

Full Job Description

GUEST SERVICES ASSOCIATE

Reports to Operations Manager: position is non-exempt

WHO WE ARE

The Lodge at Giants Ridge is a privately-owned resort hotel located in the heart of the Giants Ridge Recreation Area in Biwabik, Minnesota. The 67-unit condominium hotel serves alpine and cross-country skiing and snowmobiling enthusiasts in winter and golfers, mountain bikers and ATVers in the spring, summer, and fall. In this position you will greet guests with warmth and enthusiasm, take reservations, respond to guest requests, direct guests to nearby restaurants, outdoor recreation and attractions, and help maintain stocking levels at the front desk and in the gift shop.

WHAT YOU WILL DO

- Answer the phone and make guest reservations with a pleasant demeanor
- Welcome guests who arrive to the hotel
- Handle guest check-ins/check-outs in accordance with hotel standards in an efficient and friendly manner
- Understand guest service needs and exceed guest expectations by taking advantage of opportunities to add a special touch
- Demonstrate knowledge of summer and winter sports amenities offered by our Giants Ridge neighbor.
- Demonstrate a knowledge of the local communities and surrounding tourism opportunities
- Provide recognition to repeat guests
- Maintain and adhere to hotel policies regarding a cash till and makes daily deposits with accurate report of receipts daily
- Maintain a good working relationship with co-workers by promoting teamwork and fostering a harmonious working climate
- Demonstrate a positive work ethic
- Demonstrate the ability to work without direct supervision
- Demonstrate a high degree of drive and determination
- Keep the work area clean and tidy at all times
- Properly handle and report guest needs, complaints and accidents
- Maintain complete knowledge of and comply with all company policies/service procedures/standards

- Assist with responsibilities and duties in other departments and as assigned by management
- 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

WHAT SKILLS AND ABILITIES YOU WILL NEED

- A minimum of 1 year of experience in a guest services environment preferred
- Strong reading, writing and oral proficiency in the English language
- Strong computer skills with an ability to work at a computer for a majority of an eight-hour shift
- The ability to stand or walk 100% of an eight-hour shift
- The ability to lift or carry up to 30 lbs.
- The ability to bend frequently
- The ability to work in a dog-friendly work environment