



Position	Division	Department	Payroll Status	Start Date	End Date
CONCIERGE	ROOMS	GUEST SERVICES	Part Time	now hiring	REGULAR

POSITION SUMMARY: Attend to guests' needs, including, but not limited to, attraction tickets, assistance with reservations for restaurant and spa, transportation arrangements, information regarding Carlsbad and San Diego, guest registration for the hotel, checkout and cashing.

ESSENTIAL FUNCTIONS

- Greet and welcome guests upon arrival. Offer assistance with purchase of attraction tickets, reservations for restaurant and spa (always recommending first Twenty/20 and Ocean Pearl), information on hotel and local areas(San Diego, Orange County, Los Angeles, and Mexico).
- Register guests into the computer, verifying reservation, address, and credit information. Promote the Starwood Preferred Guest Program and provide recognition and benefits to all present 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. Cash checks and exchange currency for guests.
- Issue key to and control entrance of safety deposit boxes. Post miscellaneous charges as requested.

REQUIREMENTS:

- 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 including but not limited to Word, Excel, Internet, Galaxy, and Lightspeed.
- Detailed knowledge of the city where resort is located and its attractions.
- Extensive knowledge of the resort, its services and facilities.

PHYSICAL DEMANDS:

- Most work tasks are performed indoors. Temperature is moderate and controlled by resort environmental systems.
- Must be able to stand and exert well-paced ability for up to 4 hours in length total of eight hours a day.
- Must be able to exert well-paced ability to reach other departments of the resort on a timely basis.
- Must be able to exert well-paced ability in limited space.
- Must be able to lift up to 30 lbs. occasionally.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees.
- Ability to spend extended lengths of time viewing a computer screen.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.
- Must have finger dexterity to be able to operate office equipment such as computers, printers, 10-key adding machine, electric typewriter, multi-line touch tone phone, filing cabinets, FAX machines, photocopiers, dolly and other office equipment as needed.

QUALIFICATIONS:

- High school or equivalent education required.
- One to two years in a public contact position and one year of Front Desk Experience.

