

JOB DESCRIPTION

Name of the position/work place: Receptionist - Lifestyle Services Assistant

Organization Department: Lifestyle Services Division

Reports to: Lifestyle Services Manager

Job description:

- Checks in guests in an efficient and friendly manner, using guest name whenever possible;
- Assures that guest is assigned type of room requested and the correct rate is charged;
- Issues correct keys to the guest and arranges for luggage to be delivered to the room
- Checks out guest at end of stay;
- Ascertains guest satisfaction, collects keys, posts late charges and presents bill to guest;
- Settles bill accurately through credit card, cash, or city ledger transaction;
- Maintains a balanced cash float assigned by the resort;
- Makes change, cashes checks, and exchanges foreign currency;
- Reconciles all transactions at the close of each shift;
- Handles all guest interactions with the highest level of hospitality and professionalism, accommodating special requests whenever possible;
- Assist in the process of resolving customer complaints
- Assists customers in all inquiries in connection with resort services, hours of operations, key personnel,
- Responds to all guest requests in an accurate and timely manner;
- Utilizes a variety of computer systems to check guests in and out, runs daily reports and selects and blocks rooms for arriving guests;
- Accepts reservations, changes and cancellations in the absence of Rental Department Staff;
- Able to answer all incoming resort calls direct them appropriately;
- Provides basic trouble-shooting support for in-room services such as Internet, TV movies, and games;
- Works harmoniously and professionally with co-workers;
- Gets to know Portonovi Homeowners, their families, and all other stakeholders in order to be able to customize the services and provide exceptional experience;
- To report security issues;
- This job may require night time shift engagement defined by internal roster

Education: IV level of education/qualification or higher.

Work experience: Previous experience on similar positions highly preferred.

Preferred competencies:

- Fluent in English language (spoken and written)
- Computer literate (MS Office package); familiarity with Opera PMS preferred
- Customer service oriented
- Flexible and stress resistant personality
- Driven to take customer expectations above and beyond at all times
- Flexible schedule may include nights, weekends and holidays