

Job Description: Guest Experience Agent
Department: Sales
Reports to: Reservations and Front Office Managers
FLSA Status: Non-Exempt



Position Summary: As the ambassador of service to the guest, the Guest Experience Agent's primary role is to ensure that guest expectations are met and that the financial transactions related to accommodations are properly executed. The Guest Experience Agent is responsible for orienting guests to the property and informing them of additional options and services, while anticipating the guest's needs. The Guest Experience Agent efficiently processes all reservation requests, changes and cancellation received by phone, email or third-party request and provides attentive, courteous and efficient customer service at all times. The position requires a thorough knowledge of The Fort and all its grounds, products, and services, as well as awareness of other departments and their responsibilities throughout the organization. In addition to maintaining our vision by adhering to our values, this position must provide the highest level of service to our guests in all Reservations and Front Desk related functions while maximizing rate and occupancy.

Principal Duties and Responsibilities (Reservations)

- Receive and follow through on all reservation requests, changes, and cancellations received by phone, email, or 3rd party request
- Identify guest reservation needs and determine appropriate room type
- Verify availability of room type and rate
- Explain guarantee, special rate, and cancellation policies to callers
- Accommodate and document special requests
- Answer questions about property facilities/services and room accommodations
- Follow sales techniques to maximize revenue
- Input and access data in reservation system. Indicate special room reservation types (e.g., complimentary rooms, employee discounts, travel agent inspection rates, and wholesale reservations) by inputting the correct code and rate into the reservation system
- Ensure highest level of guest satisfaction by offering attentive service to every guest and associate
- Anticipate potential issues and problems and engage proactively to avoid them
- Resolve guest problems quickly, efficiently and courteously
- Listen carefully to understand all guest requests, respond with appropriate action and provide accurate information

Principal Duties and Responsibilities (Front Office)

- As a primary goal for this position, ensure highest level of guest satisfaction by offering attentive service to every guest and associate; greet guest immediately with a friendly and sincere welcome
- Listen carefully to understand all guest requests, respond with appropriate action and provide accurate information. Resolve any problems or issues quickly, efficiently and courteously
- Anticipate potential issues and problems and engage proactively to avoid them
- Ensure guest, room and group event information gathered and data enter is accurate, up to date and properly communicated

- Support an organized and comprehensive filing system by documenting of purchases, reports and tracking logs
- Maintains monitors and prepares guest/group requirements keeping information up to date and relays information as needed
- Deliver sales and upsell opportunities for all of the fort's products and services
- Maintain proper key management system
- Prepare list of expected arrivals, assist in preregistration activities and process advance reservations
- Create and maintain reservation records and prepare letters of confirmation and promptly process any cancellations and modifications
- Properly and accurately follows all cash-handling, check and credit processes and policies
- Verify credit card and required guest information
- Proficiently operate and data enter into all of Front Office computer systems including property management, catering, Microsoft Office or similar systems

Additional Duties and Responsibilities

- Remain up-to-date and familiar with procedures, activities at Fort Worden, local attractions, current events, directions and other information on the local area in order to provide accurate information at the Front Desk
- Wears proper uniform at all times
- Step in for other staff as directed or other duties as assigned
- Attend staff meetings as needed

Minimum Qualifications

1. High school graduate with vocational training certificate in hotel management or hospitality, ideal
2. Experience with hotel computer software products including property management software such as ATRIO and Catering services software and Microsoft Office Suite software and their functionalities, will train
3. Demonstrated guest-centric capabilities

Knowledge, Skills, and Abilities

1. Performs work with accuracy, speed and attention to detail
2. Clear and thorough communication skills
3. Excellent problem solving skills
4. Can work on own as well as part of a team
5. Ability to follow directions thoroughly and work with minimal supervision
6. Able to work well in stressful, high pressure situations
7. Ability to maintain confidentiality of guest information
8. Ability to comprehend and use computerized reservation system
9. Available for flexible scheduling to meet the needs of the department; willing and able to work evenings, weekends and holidays
10. Able to assimilate complex information, data, etc. from disparate sources and consider, adjust or modify to meet the constraints of particular needs

Key competencies

Key competencies include listening and communication, organizing data and information, attention to detail, integrity, honesty, customer focus, problem solving, reliability, adaptability, and efficiency. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable.

EEO Statement

The Fort Worden Public Development Authority is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability.

Pursuant to the Americans with Disabilities Act, the Fort Worden PDA will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

Fort Worden Public Development Authority is a Charter of the City of Port Townsend acting as a public corporation. Our mission is to be financially self-sustaining, and to infuse the Fort with the beauty and energy that allows it to reach its potential as a gathering place for individuals, families.

Employee (Print Name)

Employee Signature

Date

Reservationist

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

NA: Not applicable, not required of this position.

NE: Requirement is present, but is not essential to the position.

O: Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

F: Frequent, 34-66 percent of the time.

C: Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting					x
Walking			x		
Standing			x		
Running	x				
Bending or twisting	x				
Squatting or kneeling		x			
Reaching above shoulder level		x			
Climbing (e.g. ladders)	x				
Driving cars, light duty trucks	x				
Driving heavy duty vehicles	x				
Repetitive motion of hands/fingers					x
Grasping with hand, gripping			x		
Lifting/carrying 10-25 pounds		x			
Lifting/carrying 26-50 pounds		x			

	NA	NE	O	F	C
Lifting/carrying more than 50 pounds		x			
Pushing/Pulling		x			
Using Foot Controls	x				
Work in/exposure to inclement weather	x				
Work in/exposure to cold water	x				
Exposure to dust, chemicals or fumes		x			
Work/live in remote field sites	x				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	x				
Swimming, scuba diving	x				
Work at heights (e.g. towers, poles)	x				
Exposure to infection, germs or contagious diseases	x				
Exposure to blood, body fluid, or potentially contaminated materials	x				
Exposure to needles or sharp implements	x				
Use of hot equipment (e.g., ovens)	x				
Exposure to electrical current	x				
Seeing objects at a distance	x				
Seeing objects peripherally	x				
Seeing close work (e.g., typed print)					x
Distinguishing colors	x				
Hearing conversations or sounds					x
Hearing via radio or telephone					x
Communicating through speech					x

	NA	NE	O	F	C
Communicating by writing/reading					x
Distinguishing odors by smell	x				
Distinguishing tastes	x				
Exposure to wild/dangerous animals	x				
Exposure to insect bites or stings	x				
Work/travel in boat/small aircraft	x				
Exposure to aggressive/angry people				x	
Restraining/grappling with people	x				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

Employee Signature

Date