



ADVENTURE GUIDE POSITION DESCRIPTION

GUIDE TITLE:	Guest Services Agent	DEPT: Hotel
FLSA:	Non Exempt	DATE: 12/2013
REPORTS TO:	Front Desk Manager	SALARY GRADE: NE4

Our philosophy in Yurok Country is to create legendary adventures for our guests. Each adventure guide must support a standard of service excellence that exceeds expectations and creates a sense of place and welcome for each guest. By joining the Redwood Hotel Casino team of adventure guides; you are committing yourself to this philosophy and acknowledging your dedication to providing adventures filled with the traditions, stories and the beauty of Yurok Country. Be prepared to become a trailblazer creating magical moments with legendary service standards.

POSITION OVERVIEW (*the basic function of the position*):

Responsible for carrying out the daily auditing and balancing of guest house accounts. Carries out the duties of a Night Receptionist serves as Manager on Duty when Hotel Manager is not present. Responsible for providing quality retail customer service in an efficient, courteous, and professional manner. Responsible for answering all incoming calls with a welcoming, positive, and engaging tone when directing calls, and providing property-wide information, booking special events, and securing and taking hotel reservations. Greet and register guests, provides prompt and courteous service, and closes out guest accounts upon completion of stay to meet high standards of quality.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the types of duties and knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Greet, register, and assign rooms to guests of hotels or motels.
- Contact housekeeping or maintenance staff when guests report problems.
- Verify customers' credit, and establish how the customer will pay for the accommodation.
- Make and confirm reservations.
- Keep records of room availability and guests' accounts, manually or using computers.
- Post charges, such those for rooms, food, liquor, or telephone calls, to ledgers manually or by using computers.
- Compute bills, collect payments, and make change for guests. Ensure all checkout bills are done efficiently, correctly and in a timely manner
- Administer End of Day reporting, closing books and consolidating revenue and bank deposits.
- Preparation of Audit Packs, Accounting and daily entry input
- Answers incoming calls in a prompt and courteous manner adhering to guest service guidelines. Transmit and receive messages, using telephones or telephone switchboards.
- Provides efficient guest service for callers while maintaining working knowledge of all promotions, special events and amenities offered.
- Serves as a retail cashier for all gift shop transactions. Sells gift shop items and maintains knowledge of retail prices of regular and sale items.
- Performs cleaning and inventory stocking duties according to enterprise specifications.
- Maintains Gift Shop areas.

- Responsible for completing assigned data entry tasks on a daily basis with accuracy. Check and double check all documentation for accuracy.
- Answer inquiries pertaining to casino, hotel, and registration of guests, dining, entertainment, and travel directions.
- Walking Halls to ensure security of the guests and the building. Monitoring additional areas of the hotel (fitness center, vending areas, parking lot, etc.). Responding to Emergencies such as guest medical issues, criminal activities that require police, power outages, plumbing issues, shoveling snow, etc.). Contacts in-house Security and Emergency Medical Technicians as needed, and calls for help from outside agencies (Police, Fire Department, etc.) when deemed necessary to report emergency situations.
- Printing and delivering notices to guests
- Setting Wake up Calls on the phone system
- Maintains a working knowledge of facilities and current and upcoming special events in order to advise customers and fellow Team Members of the same, whenever possible.
- Providing Guests with Towels, blankets, pillows, and other personal items as needed
- Act as Manager on Duty when necessary; handling guest concerns, requests and inquiries.
- Responsible for maintaining peace amongst guests in hotel especially during late night hours
- Record guest comments or complaints, referring customers to managers as necessary. Effectively resolves minor customer conflicts/complaints, or refers matter to the appropriate department or individual, for proper resolution.
- Review accounts and charges with guests during the check-out process.
- Advise housekeeping staff when rooms have been vacated and are ready for cleaning.
- Answer inquiries pertaining to hotel services, guest registration, and travel directions, or make recommendations regarding shopping, dining, or entertainment.
- Prepare for basic food service, such as setting up continental breakfast or coffee and tea supplies.
- Clean and maintain lobby and common areas, such as restocking supplies, making coffee, and watering plants.
- Arrange tours, taxis, or restaurant reservations for customers.
- Sign guests up for Adventure Club and communicate club promotions.
- Promote Tribal Member employment and mentor Tribal Team Members following Tribal Member Preference policies.
- Promote a clean, safe, healthy and friendly work environment for adventure guides and guests; report and direct safety issues to Safety Team.
- Other duties as assigned.
- May assist as event support
- May be dual rated to assist in Casino and/or Hotel as business needs demand.
- Ability to maintain effective working relationships with public officials, department heads, associates and the public.
- Represent facility professionally and positively on the telephone and in person.
- Acts as a relief worker in case of an emergency or disaster.

SERVICE STANDARDS:

Must be able to incorporate Yurok Service Strategy into daily operations by demonstrating the following standards while performing the requirements of the job:

- Smile & Greet
- Name & Meet
- Listen & Act
- Make Their Day
- Ask & Sell
- Thank You & Goodbye

LANGUAGE SKILLS

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Skill in effectively, communicating information through verbal and written correspondence to adventure guides, managers, clients, customers, and the general public, including writing reports, business correspondence and procedural manuals.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Have the ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

To apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving a few concrete variables in standardized situations. Skills in solving practical problems and dealing with situations where only limited standardization exists. Ability to analyze and solve complex management problems having nonstandard solutions. Skill in identifying and resolving administrative problems under pressure conditions. Skills in assessing operation, program, staffing and fiscal needs.

AUTHORITY & RESTRICTIONS (*supervisory capacity, signatory ability, access to sensitive areas, gaming /tipping restrictions*)

- This position does not have supervisory responsibility.
- This position is eligible for employee shuttle.
- Maintain confidentiality and discretion in all areas; including the dissemination of trade secrets, planning and promotional procedures, and customer information files.
- Access to sensitive customer information and computer processes.
- All adventure guides are prohibited from participating in promotional awards, giveaways, drawings, tournaments or special events, except those specified for adventure guides.
- No gaming or tip accepting in facility at any time.

POSITION REQUIREMENTS (*objective educational or technical training required; skills; and years of experience*):

- High School diploma or GED required.
- One (1) to Two (2) years of related experience required.
- Strong customer service skills required.
- Cash handling experience required.
- Retail experience preferred.
- Prior experience as a front desk clerk at a hotel preferred.
- Experience with OPERA our computer system for the front desk preferred.
- Must have flexible available schedule, must be available to work weekends, and holidays.
- Must be 18 years of age or older.
- Hold or obtain CPR/First Aid certification within 30 days of employment.
- Must pass and remain in compliance with Yurok Gaming Commission background check and drug free work place policies
- Ability to work weekends, holidays and evening hours as business demands

PHYSICAL DEMANDS/WORK ENVIRONMENT (*the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential job functions*):

While performing duties of this position, employee is required to stand for extended periods, and frequently walk, and use hands to; finger, handle, or feel objects, tools, or controls. Occasionally sit. Must be able to lift 20 pounds with occasional lifting of more than 35 pounds, assisted. Ability to manage stress appropriately, make decisions under pressure, manage anger, fear, hostility and violence of others appropriately. The position requires the ability to process information using computer methods and technology, at times for more than 50% of the work time.

While performing the duties of this job, the employee is exposed to tobacco smoke, moving mechanical parts and fumes or airborne particles. The worker is frequently subject to inside environmental conditions, which provide protection from weather conditions, but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions and to wet and/or humid conditions. The noise level in the work environment is usually moderate.

TRAVEL REQUIREMENTS

Local travel is occasionally required. Travel outside of the state is infrequently required. Typical travel time is generally less than a week.

TRIBAL PREFERENCE

“Tribal preference is given in compliance with the Indian Self-Determination and Education Assistance Act (25 U.S.C Section 450 e (B))”

This description of duties, responsibilities and requirements is a summary, and is not intended to include all that may be assigned or required. I hereby acknowledge I have read and understand the above presented position description. I am in receipt of our employment guidebook and understand my obligation to read and understand its contents:

Employee Name (Please Print)

Employee Signature	Date
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Manager	Date
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