

# Hampton Inn, Guest Service Agent jobs in Amesbury, MA

Company: Hampton Inn & Suites

Job Title: Guest Service Agent

Job Type: Full time, Part time

Pay Type: Hourly

Location: 284 Elm Street, Amesbury, MA 01913\*

The Hampton Inn & Suite by Hilton, Amesbury MA is currently looking for a self-motivated, guest-focused candidate to fill the position of Guest Service Agent. The successful candidate will be welcoming, efficient, professional, and determined to deliver a quality product with sensational service to every guest every time.

As Guest Service Agent the employee is the first point of contact with the guest. Not only responsible to check guests in and out but will ensure that each guest is more than comfortable with their stay and provide guests with the best possible service. Knowledge of computer and Customers skills is required.

Must be flexible to work various shifts per week.

## DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Assists our guests efficiently, courteously and professionally in all front desk related functions.
- Performs to maintain a high standard of service and hospitality at all times.
- Provides courteous guest service
- Uses suggestive selling skills and company sales programs to maximize revenue and occupancy levels
- Assists guests on arrival and departure. Responsible for conducting courtesy calls within 20 minutes after guest check-in
- Operates the telephone console
- Processes reservation and cancellation requests
- Maintain and organize work area and clean model, lobby and Front Desk, and Guest Common area daily.
- Assist in maintaining the cleanliness and organization of the Laundry Room and the Guest Laundry.
- Be knowledgeable of all emergency procedures and Hotel policies. Complies with safety and security policies in accordance with ESH standards to include property tours.
- Makes periodic tours of the property to note safety and security issues.
- Effectively identify and resolve problems that arise, ensuring the problem is resolved to the guest's satisfaction.
- Handle all checks and cash according to Hotel policies and procedures.
- Practice punctuality and timeliness when it comes to scheduled shifts and hotel-related functions.
- Adhere to dress code and grooming policies.

Required experience:

Previous experience preferred but not required: 1 year

Please submit resume online to [Alpesh.Patel2@hilton.com](mailto:Alpesh.Patel2@hilton.com)

**\*Do Not visit the Hotel site for inquiries at this time.**