



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> Guest Service Representative		<b>JOB CODE:</b> GUES
Business		<b>EEO:</b> 8
Non-Exempt		<b>PAY GRADE:</b> 8
No Flex	<b>FUNDING SOURCE:</b> NPD	<b>HO-CHUNK PREFERENCE</b>

*"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."*

*All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*

### **POSITION OVERVIEW**

The Guest Service Representative will be responsible for answering and directing incoming facility and guest phone-calls, making guest reservations, registering and checking out guests, addressing all manners of inquiry and requests for personalized service, all of which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

### **PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES**

1. Represent the hotel in a professional manner at all times with positive employee and public relations including great customer service as established by the Ho-Chunk Hospitality Standards.
2. Answer incoming phone calls and direct callers to the appropriate department or guest room according to the Ho-Chunk Hospitality Standards and scripting.
3. Know and understand all facets of the hotel, including room types, rates, services and amenities offered, convention center layouts and features, casino marketing promotions, Food and Beverage outlet information and hours of operation, recreational offerings, onsite entertainment, and other information throughout the area that address common guest inquiries.
4. Reserve room blocks under 10 rooms, while referring group inquires larger than 10 rooms, or involving Banquet/Convention Center meeting space to the Group Sales department.
5. Professionally make reservations for guests and input all guest information into the property management system accurately and in a timely manner according to the Ho-Chunk Hospitality Standards and scripting.
6. Maintain confidentiality of both work place activities and guest records.
7. Register hotel guests in a timely manner, verify payment methods and guest information in V1 or current PMS for accuracy, and issue keys according to the Ho-Chunk Hospitality Standards and scripting.
8. Coordinate with Housekeeping, Maintenance, Bellhop, Food and Beverage, Marketing and Security to address guest concerns, inquiries, and needs.
9. Coordinate with Housekeeping and Maintenance as necessary to keep room status up to date.
10. Know and understand recreational, entertainment, and other options throughout the area that are available to visitors and be able to answer questions about them.
11. Professionally respond to all email and voicemail inquires/comments/complaints in a timely manner according to the Ho-Chunk Hospitality Standards and scripting while forwarding on all necessary information to the responsible departments.
12. Be aware of safety and security issues at all times and report unsafe conditions or apparent security issues at once.
13. Attend required and elective trainings.
14. Other duties as assigned by management.



**JOB RESPONSIBILITY**

Job Reports to	Front Desk Supervisor
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	<ul style="list-style-type: none"><li>• Interfaces with officials and executives</li><li>• Interfaces with outside customers</li><li>• Interfaces with inside customers</li></ul>
Freedom to Act	<ul style="list-style-type: none"><li>• Follows transportation departmental policies and procedures</li><li>• Operates with significant independence</li><li>• Subject to general input from supervisor</li><li>• Subject to regular review by supervisor</li></ul>

**MINIMUM QUALIFICATIONS**

**EDUCATION:**

1. High school graduate or equivalent.

**ESSENTIAL:**

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must have valid driver's license, dependable transportation, and proper insurance.

**EXPERIENCE:**

1. One (1)-year of customer service experience preferred.
2. Minimum of three (3) months of cash handling experience preferred.
3. Previous experience with a Hotel Property Management System preferred.

**KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Ability to type at least 40 words per minute.
2. Proficient computer skills working in Microsoft Windows and Microsoft Office.
3. Excellent customer service skills.
4. Must have good communication and possess interpersonal skills.
5. Must have the ability to work effectively in stressful situations.
6. Must understand and follow organizational chain of command.

**WORK PLACE RESPONSIBILITY**

1. Maintains a safe and healthy work place environment.
2. The department manager ensures that all employees of the department receive appropriate training, coaching, and understand all of the applicable procedures so that they can safely do their assigned work.

**WORKING CONDITIONS**

1. Office setting with ability to stand for long period of time.
2. Able to work varied hours, shifts, including evenings, and weekends if needed.

Funding Source: NPD

Approved: PBOD 04.05.00/09.25.02 Admin 05.09.13/01.11.22 Legislature 04.18.00/12.17.02/05.20.13/01.18.22

Resolution 01.08.08A/04.19.11A/03.22.16A