

The Arlington Resort Hotel & Spa

Job Description

Job Title: Guest Relations

Reports To: Marketing Manager

Approved By: Scott Larsen

Classification: Non-Exempt

Job Summary:

Guest Relations is a hospitality professional who attends to the needs of guests and helps them organize their accommodations.

The Guest Relations will assist the Marketing Manager in monitoring social media and travel service platforms for comments or reviews. Responses to media postings will be coordinated with the Marketing Manager and must be professional and reflect upon the Arlington Resort Hotel and Spa favorably.

Essential Duties and Responsibilities:

- Maintain updated knowledge of The Arlington's history and all the outlets
- Greet guests and confirm reservations
- Making reservations at bathhouse, salon, or in-house restaurants
- Arrange special amenities to be placed in rooms
- Perform callbacks for guest satisfaction after check-in
- Provide information on different outlets at the hotel and assist in making reservations
- Provide excellent customer service and attention to detail
- Maintain positive ongoing relationships
- Maintain high ethical standards and professionalism
- Monitor social media and travel sites regularly
- Respond to posts within 12 hours
- Communicate with followers, respond to queries in a timely manner and monitor customer reviews
- Creating original text and video content, managing posts, and responding to followers
- Assist social media accounts' design (e.g. Facebook timeline cover, profile pictures and blog layout)
- Stay up to date with current technology and trends in all social media avenues, including but not limited to Facebook, Twitter, Instagram, and Pinterest.

Qualifications:

- High School graduate
- Excellent communication skills
- Proficiency in MS Office (MS Excel, Word and PowerPoint, in particular)
- Analytical and multi-tasking skills
- Knowledge of online social media platforms
- Prior hotel front desk experience preferred
- Professional and positive demeanor
- Detail oriented

Physical Requirements:

- Standing and walking most of the day
- Ability to lift and carry up to 15lbs.
- Stooping and kneeling throughout the day
- Speaks clearly

Employee Acknowledgement and Agreement of Job Description

Employee Printed Name

Employee Signature

Date

Hiring Manager's Signature

Date