



75th Force Support Squadron Hill AFB, Utah

NAF Open-Continuous Listing

POSITION:

Position / Grade: Guest Service Representative / NF-0303-01

Location: Lodging

Category: Flexible

DUTIES AND RESPONSIBILITIES:

Receives and confirms room reservations by letter, telephone, email, or personal contact. Registers and assigns rooms to guests, makes and issues room keys, and may escort guests to rooms as needed. Ensures that only authorized patrons use government-sponsored quarters. Calculates and posts charges to patrons' accounts and balances totals with control records. Accepts payment, makes change, and presents departing guests checkout statements. Prepares and safeguards cash receipts, prepares daily cashier's report, daily activity report, and may prepare consolidated daily activity report. Maintains current checkout list. Maintains and sells sundry sales items to patrons. Maintains a professional appearance and demeanor at all times. Ensures required information is received from guest and entered into guest folio. Prints backup reports from property management system. Ensures housekeeping status of rooms is updated. Records and notifies appropriate person/organization of maintenance problems reported by guests. Ensure front desk area and lobby remains clean. Process Night Audit procedures and close credit card machines nightly. Maintains the lost and found program. Ensures that customer service is the first priority. Performs other related duties as assigned.

QUALIFICATIONS:

Applicant must have experience in general clerical or cashier work of any kind in which the applicant has demonstrated ability to perform satisfactorily in handling multiple tasks and providing quality customer service. Experience must have demonstrated the ability to resolve common arithmetic problems, and to make change when receiving payment from customers. Must be able to read, speak, and write English. Must meet state and legal age requirement for sale of alcoholic beverages. Successful completion of a security background check is required.