

# AMARA

RESORT AND SPA

**\*\*\*Interested applicants can apply on [www.amararesort.com](http://www.amararesort.com), by email at [HR@amararesort.com](mailto:HR@amararesort.com)\*\*\***

Often the first and last contact for our guests, the **Guest Service Agent** is a critical link to guest satisfaction. Responsibilities include welcoming guests, processing registration and check-out, anticipating guest needs and meeting or exceeding those needs, responding to and resolving guest inquiries and complaints, and coordinating with other departments to ensure guests feel well-cared for and valued. This person should be very comfortable interacting with guests and potential clients in a highly professional manner.

- \* Maintain a personal demeanor that is friendly, cheerful, and courteous at all times.
- \* Greet guests by name.
- \* Ensure that all guests feel welcomed to the property.
- \* Register guests and assign rooms.
- \* Conduct check-out processes.
- \* Ensure guest satisfaction by responding to guest inquiries with accurate information and a positive attitude.
- \* Answer inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions.
- \* Respond to phone calls, and retrieve guest mail, faxes and packages.
- \* Promote hotel amenities and services to guests using personal knowledge and effective selling techniques.
- \* Keep abreast of local activities and the area's establishments in order to answer questions, recommend and give directions.
- \* Welcome and effectively resolve guest questions, issues and complaints with supervisor assistance as needed.
- \* Provide constant and consistent communication with other departments and supervisors/managers in order to ensure guest satisfaction.
- \* Handle cash, credit card, currency conversions and other financial transactions.
- \* Post charges such as room, food, liquor or telephone to ledger.
- \* Compute or adjust bill, collect payment, and make change for guests.
- \* Undertake any reasonable request and/or special projects as requested by management

## **Desired Qualifications**

- \* High school diploma or GED
- \* At least 18 years of age
- \* Basic computer skills
- \* Must be able to read, communicate effectively and have superb interpersonal skills
- \* Must be able to work well under pressure while retaining tact and composure when resolving guest complaints
- \* Work experience in the hospitality or restaurant industry

## **Rate of Pay**

The rate of pay is \$15.50 per hour.

Amara Resort and Spa offers a generous benefits package including medical, dental, vision, short-term and long-term disability, a 401k plan with a company match, paid vacation, sick, and holidays, daily employee meals created by our renowned culinary team, discounts at our restaurant and sister properties in the portfolio of Northwood Hospitality for full-time, eligible employees.

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**At Northwood Hospitality, we understand  
that our people are the hallmark of our  
success.**

## **Integrity**

We are honest, fair, accountable and respectful

## **Collaboration**

We are better when we are together

## **Leadership**

We are empowered to act and make the right decision for our guests and our business

## **Passion**

We are passionate about hospitality and serving our guests with pride

## **Balance**

We are focused on a balanced approach for our teams, families, and communities

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We believe our people are the **most important assets.**

## We understand

the heart of our business is our team members

## We believe

in personal empowerment

## We are

driven in developing our talented teams

## We accept

personal responsibility for our actions and results

## Employee Testimonials

"There is something special and unique about the culture at Northwood that feels like a family. We all work together, cohesively, to create guest experiences and an atmosphere that guests can say "feels like coming home." We have high standards, respect each other, and are allowed to truly be ourselves—which ultimately adds to distinct guest interactions that make us stand out. I have worked in a few hotels, and by far, working for Northwood has been the best hotel experience I have ever had. I am proud to work for such a supportive, positive, and growing company." – **Lead Concierge**

"I personally enjoy working as the Human Resources Director because of the great diversity of cultures I have the opportunity to interact with. Every day I get to meet new and different people, from which I keep learning and growing. The respect and support from my colleagues, team members, and all of Northwood Hospitality, makes my job very fulfilling. Our opinions are valued and respected, and we are inspired to try new things with support and trust. And, if it does not work, we will try something different!" – **Director of Human Resources**