



## JOB DESCRIPTION

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|---|---------------------------------------|
| Title: Guest Service Specialist             | Team: Chanticleer Inn Bed & Breakfast |
| Reports to: Chanticleer & Grandview Manager | Status: Part-Time, Non-Exempt         |

### Summary

*The Chanticleer Guest Service Specialist position offers our partners the opportunity to contribute to one of the area's most unique boutique lodging experiences atop historic Lookout Mountain. Typical work schedules occur between 7:00AM-7:00PM, ranging from 6-8-hour shifts. Under the direction of the Chanticleer & Grandview Manager the Guest Service Specialist is responsible for performing the following duties:*

### Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times.
- Interacts with guests on property, by phone, and via email in order to assist with any questions they may have regarding general inquiries and/or the surrounding area and attractions.
- Responds to guest inquiries and needs on-site.
- Processes transactions such as retail sales, deposits, and general payments.
- Engages in general cash-handling procedures.
- Oversees daily operation of main guest house.
- Opens and closes the main guest house each day.
- Maintains pool and recreational area, when open, ensuring the space is ready for guests and safe.
- Regularly inspects property for any issues or needs.
- Notifies manager of any general property maintenance issues.
- Performs the set-up, maintenance, and operation of the morning and evening food service.
- Cleans and stocks bathrooms as well as cleaning of the other non-guest room areas.
- Coordinates and facilitates guest check-ins/check-outs, including the movement of guests between rooms, when needed.
- Ensures property and assets are kept secure at all times.
- Ensures that company policies and procedures are followed and enforced at all times.
- Performs other duties as assigned by management.

### Qualifications

- Must be at least 18 years old.
- Previous related experience preferred, in lodging, hospitality, or related field and willingness to receive training.
- Possess a kind personality, the desire to contribute to a great team.
- Ability to display a professional, engaging, and polite image to guests and team partners.
- Ability to speak effectively in one-on-one and small group situations knowing that your feedback and input is important to the team.
- Ability to read and understand operational documents.
- Ability to work effectively with a team in a fast-paced, efficient, environment.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 40 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.