



Hospitality Agent

FLSA Status: Non Exempt
Department: Pine Canyon Hospitality
Reports to: Hospitality Services Manager / Director of Hospitality

General Purpose:

To provide courteous and professional service to guests who are checking into or out of the Club Cabin's at Pine Canyon and to offer assistance to guests as needed during their stay. Qualified candidates will thrive in a hospitality environment and be highly focused on providing superior service to members and guests. Must be willing to work a flexible schedule.

Essential Skills:

- Strong sense of extraordinary customer service standards
- Professional presence
- Confidence in handling issues and complaints
- Requires excellent communication and a strong attention to detail
- Team player
- Reliable and punctual

Essential Duties:

- Create and handle reservations through InnRoad
- Communicate with guests via phone and email on expectations leading up to their stay
- Prepare the cabin for guests' arrival and provide a seamless in-suite check-in experience
- Provide concierge services (Including, but limited to assistance with ground transportation, restaurant or entertainment reservations and provide other information on the club and locale)
- Coordinate with housekeeping, valet, staff and management to fulfill guest requirements
- Responsible for answering all phone lines, transferring calls to respective departments and taking messages
- Resolve issues and complaints from guests and members
- Prepare and print special menus, weekly flyers, create special signage for the club, buffet signs, and table top name cards when needed
- Maintain Guest Card Program both administratively and follow through when the guest arrives. Communicate with Sales, Golf Shop, Camp and Food & Beverage
- Handle all RSVPs for the dining room and special events