

Guest Service Representative

High Hotels Ltd., is a leading operator of select-service and extended stay hotels across three states: PA, NJ, & NY. We strive to maintain the highest standards in guest service and overall product quality. Opportunities available at the following Lancaster, PA locations:

- Hampton Inn by Hilton, 545 Greenfield Road
- Courtyard by Marriott, 1931 Hospitality Drive
- Residence Inn by Marriott

As a Front Desk Representative for High Hotels LTD. You are required to positively represent the hotel to the guest. Respond courteously and efficiently to guest needs. Act as a source of information about the hotel and local area. Assist guests during arrival and departure. Assist guests during arrivals and departure. Operate the switchboard and handle departmental accounting and financial transactions as they relate to this position.

We are seeking **full-time or part-time position from 3:00PM-11:00PM** including weekends. **Weekends include a \$3 extra an hour shift premium!**

Areas of responsibility for our guest service representatives include:

- Responding to guest requests and inquiries
- Taking, modifying, and canceling guest reservations
- Communicate hotel facilities and services to all guests
- Provide information on the local area and points of interest
- Assisting guests with arrivals and departures.
- Answering front desk phone
- Cash handling