

Position Announcement
OVERNIGHT GUEST SERVICES ASSOCIATE FT/PT – HI AUSTIN

Position Purpose

To be a guest service superstar: do the job right, with precision, flair and panache. You need to be great with people, organized, energetic, self-motivated, a team player, a problem solver, flexible and have a great sense of humor. Your specific job duties are 75% working at the front desk & 25% keeping the hostel looking its best at all times, but you are here 100% to ensure the comfort and safety of our guests.

Essential Functions

When new guests arrive:

- Welcome them
- Register them
- Collect payment from the customer
- Assign beds/rooms
- Provide a brief tour of facilities/resources available
- Go over rules, restrictions & security details of the hostel
- Inform guest of any hostel activities

When guests check out:

- Review guest folio if needed and balance accounts
- Store luggage
- Remove unpaid guest property if necessary
- Advise housekeeping which beds have been vacated and are ready for cleaning
- Let guests know that we would appreciate their feedback (comment card, online review)

Cleaning:

- Daily cleaning of common room, kitchen area and outside areas
- Ensure guests are sleeping in correct beds and empty dorm beds are made neatly
- Double check all rooms to ensure that they are neat and clean before check-in
- See specific shift duties

Additional Tasks:

- Complete daily shift checklist to insure operational consistency
- Maintain inventory of available rooms & reservations
- Maintain online booking engines
- Respond to reservation inquiries via phone and email
- Answer telephones, take messages and check voicemail
- Breakfast set-up at 7AM
- Perform other duties as assigned by management

Specific Job Knowledge, Skill & Ability

- Work experience in the hospitality industry, retail sales and/or customer service
- Good judgment dealing with problem guests and emergency or security problems
- Available to work weekends and holidays
- Good customer service skills
- Committed to providing good service
- Pleasant, tactful and patient
- Able to communicate well with a wide variety of people
- Able to work independently

To Apply:

To apply, please send your resume, cover letter, and salary requirements to General Manager, Kenny Lunn at employment.austin@hiusa.org and reference **Overnight Guest Services Associate** in the subject line of your email.

HI USA is an Equal Opportunity Employer.