

Celebrity Services Agent

usa.arilson@gmail.com

Phone :

Web :



Job Summary

Vacancy :

Deadline : Jan 23, 2025

Published : Dec 23, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

POSITION SUMMARY Provide personalized and detailed guest service assistance to VIP guests throughout their stay offering smooth registration and departure procedures. Review and log guest preferences/traces in computer systems. Respond to requests for visitor information, special arrangements, activities or services by making arrangements or identifying appropriate providers. Respond to special requests from VIP guests with unique needs and follow up to promote satisfaction. Gather, summarize and provide information about the property and the surrounding area amenities, including special events and activities. Contact appropriate individuals or departments as necessary to resolve calls, requests or problems. Understand and assist with reservation services. Post charges (e.g., telephone calls, tickets, valet parking, etc.) to guest accounts. Collect payment for services rendered. Inspect VIP guest's rooms and deliver gifts and requested items prior to guest arrival. Review and update logs and document in appropriate computer systems. Follow all company policies and procedures; report accidents, injuries, and unsafe work conditions to manager; verify uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; thank guests with genuine appreciation. Speak with others using clear and professional language; answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others; support team to reach common goals. Comply with quality assurance expectations and standards. Identify and recommend new ideas, technologies, or processes to increase organizational efficiency, productivity, quality, safety, and/or cost-savings. Stand, sit, or walk for an extended period of time or for an entire work shift. Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance. Perform other reasonable job duties as requested.

PREFERRED QUALIFICATIONS Education: High school diploma or G.E.D. equivalent. Supervisory Experience: No supervisory experience. License or Certification: None **REQUIRED QUALIFICATIONS** Related Work Experience: 6 months guest service work experience required.

Marriott International is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law. Why have less when you can have MORE — all under one roof? Rooted in our expertise and leadership in meetings and experiences, Gaylord Hotels intentionally deliver environments, services and programming that bring people together in an extraordinary way. The heart of our brand are STARs, who are creative, entrepreneurial and dedicated to providing thoughtful, big-hearted service to guests. At Gaylord, we provide STARs with opportunities well beyond that of a traditional hotel—offering you endless career opportunities, the extras, and MORE. In joining Gaylord, you join a portfolio of brands with Marriott International. **Be** where you can do your best work, **begin** your purpose, **belong** to an amazing global team, and **become** the best version of you.

Education & Experience

Must Have

Educational Requirements
