

Front Desk Agent



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Phone :

Web :

Job Summary

Vacancy :

Deadline : Jan 24, 2025

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Full job description

Hourly Rate: \$18.20

Are you looking for a place where meaningful moments are made together?

At Marriott Vacations Worldwide (MVW), we make vacation dreams come true for travelers around the world in a supportive, friendly, and beautiful work environment. As a **Guest Services Agent** at MVW, you will assist in providing our Owners/guests with experiences and events to make memorable vacation memories, where meaningful moments are made together. **Shift:** 1st/2nd; must be available to work weekends and holidays.

Where great benefits lead to a life fulfilled.

- Competitive Pay
- Medical/Dental/Vision/401K opportunities
- Travel discounts
- Credit Union Membership
- Tuition Reimbursement
- Professional Counseling & Family Support
- Growth and Development Opportunities
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- Benefit Eligibility will vary by position

Site Specific Perks

- 15% off meals at independent restaurant, Havana 1957 (located inside building)
- Work shoe credit through Shoes for Crews twice a year
- Bi-annual team building events
- "Way to Go" Incentive - \$5 per name mention deposited onto Wisely card
- Associates receive \$1 for every qualified guest activated and sent to marketing desk for "welcome gift" or \$5 for any qualified guest who agrees to attend a sales presentation
- Quarterly celebrations, Associate/Leader of the Month, Associate Appreciation Week, and Housekeeping Appreciation Week
- Guest Satisfaction Survey awards if department specific goals are met (up to \$50 a month)
- Complementary parking in South Beach

As a Guest Services Agent, a typical day will include:

- Checks Owners/guests into their villas for their stay, and reviews property amenities, services, hours of operations, and local areas of interest and activities.
- Actively listens and responds positively to guests' questions, concerns, and requests and contacts other departments to help resolve guest issues.
- Identifies and explains room features to guests (e.g., use of room key, ice and vending areas, etc.)
- Follows up with Owner/guests to ensure their requests or problems have been met to their satisfaction.
- Answers telephone calls and routes calls to the proper department as applicable.
- May be asked to assist with bellman and runner duties depending on facility or location.

Guest Experience and Company Standards

- Welcome and greet guests and anticipate and address their needs.
- Interact with colleagues and guests professionally and promptly.
- Contribute to team goals.
- Always follow company policies and safety procedures.

To Become a Guest Services Agent at MVW:

- Available to work various shifts, holidays, and both weekend days.
- Reach overhead and below the knees, perform bending, twisting, pulling, and stooping, and be able to stand, sit, or walk for an extended period of time.
- Lift/Carry/Push/Pull Items that Weigh up to 25lbs without assistance.
- Position may require background and drug screening contingent on company policy in accordance with applicable legal requirements.
- Specific job duties may differ by property, size of team, or facility.

Marriott Vacations Worldwide is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
