

Front Desk Agent

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Phone :

Web :



Job Summary

Vacancy :

Deadline : Jan 01, 1970

Published : Dec 24, 2024

Employment Status :

Experience :

Salary :

Gender :

Career Level :

Qualification :

Job Description

Hourly Rate: \$19.00 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 Benefit Eligibility will vary by position Site Specific Perks Free on-site parking 40% discount at all on-site Food & Beverage outlets Work shoe credit through Shoes for Crews twice a year Company branded coat/jacket for outdoor and travel roles Hats, sunscreen, and t-shirts are provided for outdoor roles, as needed Bi-annual team building events "Way to Go" Incentive - \$5 per name mention deposited onto Wisely card Quarterly celebrations, Associate of the Month, Associate Appreciation Week, and Housekeeping Appreciation Week Guest Satisfaction Survey awards if department specific goals are met (up to \$100 a month) 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
