

**Greeter / Guest Service
Ambassador – Fontainebleau
Miami Beach Hotel**



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Phone :

Web :

Job Summary

Vacancy :

Deadline : Jan 01, 1970

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Employment Status :

Experience :

Salary :

Gender :

Career Level :

Qualification :

Job Description

Guest Service Ambassador Job Description We are immediately hiring for Guest Service Ambassador at the Famous Fontainebleau. The Guest Service Ambassador is responsible for maintaining a superior sense of control while overseeing an access point. At the same time, the GSA will provide the highest level of service and location/event knowledge to actively engage with all guest. General Requirements Always maintain a warm and friendly demeanor Must be able to effectively communicate both verbally and written, with all levels of employees and guests in an attentive, friendly, courteous and service-oriented manner Must be effective at listening to, understanding, and clarifying concerns raised by guests Must be able to multitask and prioritize departmental functions Maintain regular attendance Maintain high standards of personal appearance and grooming, which includes wearing the proper uniform and nametag. Adhere to any specific grooming standards Must be effective in handling challenges, including anticipating, preventing, identifying and solving problems as necessary Must be able to maintain confidentiality of information Must be able to show initiative, including anticipating guest or operational needs Fundamental Requirements Must have the ability to work cohesively with other departments and communicate new processes and updates to keep everyone informed Must be able to utilize technology to provide efficient communication Must have the ability to multitask and effectively manage your time Must be able to effectively form professional relationships with guest and employees alike Must have a friendly demeanor to encounter guests, assisting in all questions they might have regarding their stay Must ensure hotel information is always up to date Must have the ability to effectively identify and communicate guest concerns regarding anything from safety to maintenance and housekeeping to the proper departments and follow up to ensure the issue was taken care of in a timely manner and that the guest expectations were fully met Complete a thorough walkthrough of your area prior to and after your shift Pay Rate \$22 hourly Benefits Vision Insurance Medical Insurance Dental Insurance Critical Illness Free Lunch Schedule 1pm - 9:30pm Monday through Friday availability Weekend Availability Job Type: Full-time Pay: \$22.00 per hour Expected hours: 35 – 40 per week Benefits: Dental insurance Health insurance Life insurance Vision insurance Schedule: 8 hour shift Day shift Evening shift Every weekend Monday to Friday Night shift Application Question(s): What is a trait you would use to describe yourself and why? What does Hospitality mean to you? What does great service look like to you? Explain an instance where you made someone feel special? (i.e. guest, friend, family member) Please provide a previous employment reference of choice below: Name:Email:Cell Phone Number: Title: Education: High school or equivalent (Preferred) Experience: Hotel Experience: 1 year (Required) Customer Service: 1 year (Required) Security: 1 year (Required) Work Location: In person

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
