



<https://thezenwellnessresort.com/job/guest-service-agent/>

Guest Service Agent

Description

Under the general direction of Front Office Manager, Asst. Front Office Manager and within the limits of established and local resort policies and procedures, oversees and directs all aspects of the desk agent function to achieve the highest possible guest service. And guest satisfaction.

Responsibilities

- Carries out guest registration, room assignment and accommodating special requests.
- Assists in pre-registration and blocking reservation whenever needed.
- Possesses complete knowledge of resort rates, discounts, or packages.
- Knows fully the resort credit procedures.
- Develops full knowledge of rooms configuration and a complete knowledge of resort property, its outlets and time of operation.
- Coordinates with the housekeeping on early check in, late check out, all guest needs.
- Develops full knowledge of reservations & cancellation procedures.
- Handling guests' complaints, inquiries, and requests; refers problems to Asst. front office manager and rooms division manager whenever necessary.
- Handles all the guest information needed in regards to the Resort or any other information's within the Resort area.
- Keeps updated on all current information in resort.
- Attends all departments weekly meeting.
- Knows all safety and emergency procedures, and what should be done in each case.
- Always ensure the cleanliness and neatness of the front desk area.
- As a guest contact employee, should be always in full uniform, be neat and well-groomed and always use the guest's name...
- Adheres to the guest check out procedures.
- Recognizes our VIP's and the benefits they receive.
- Fulfills all reasonable requests of supervisors.
- Knows all sightseeing tours and all entertainment places.
- Checks bell captain, bellman and doorman neatness and appearance.
- Answers the phone as a guest agent system.
- Controls the guest billing upon c/o as a guest agent system.
- Keeps controlling the room key cards (issuing whenever needed)
- Attends training sessions whenever requested.
- Performs other duties as may be assigned.

Communication & Relationships with Others

- Reports directly to and communicates with the Front office manager, assistant front office manager and desk Shift Leader on all pertinent matters affecting guest satisfaction.
- Provides functional assistance and direction to the front office personnel.
- Interacts with guests as well as individuals outside the resort including, but

Hiring organization

The Zen Wellness Resort

Employment Type

Full-time

Reporting To

Desk Supervisor

Job Location

Aswan Western Agricultural Road,
1252031, New Aswan City, Egypt

Date posted

November 4, 2025

not limited to travel industry representatives, governmental authority representatives, owners' representatives, competitors, and other members of the local community.

- Cooperates, coordinates, and communicates with other resort departments as required.