

Job Details

Job Description: Cooper Hotels is looking for a Guest Services Agent for our Doubletree hotel in Murfreesboro, TN. We are seeking an individual who would like to join a dynamic hotel management team for a high quality hotel.

Job Responsibilities Include: The candidate will oversee and strategically coordinate the process of front desk, night audit, and reservations departments, where guest satisfaction scores are our key to success.

Position responsibilities are maintaining the highest service standards throughout all personnel and departments, where the Guest Service Manager is counted on to increase Guest Satisfaction scores. Position requires knowledge of hotel inventory and reservation systems, and works closely with the Accounting and cluster Revenue Management office.

The Guest Service Manager plays a large role in the hotel's Revenue Committee, and provides valuable insight and information into the customer's perspective as the Revenue Committee determines how to best serve our customers as well as hotel ownership.

Experience / Skills Needed: The individual must possess the following competence - knowledge, skills and abilities, and be able to explain and demonstrate that he/she can perform the essential functions of the job, and practice the hospitality Principles, with or without reasonable accommodation, using some other combination of skills and abilities.

Excellent oral and written communication skills.
Understanding of group and transient sales process and forecasting process.
Excellent organization skills.
Ability to work well under pressure and meet deadlines.
Strong interpersonal skills and possession of a full understanding of professional business ethics, decorum and social skills.
Proficient in use of Microsoft Word and Excel
Understands Revenue Management theory and practice, especially pricing.
Appropriate professional appearance and demeanor.
Comprehension of technical application of reservations systems.
Working knowledge of OnQ and other Hilton systems preferred.
Demonstrates self-confidence, energy and enthusiasm.
Ability to deliver presentations in a concise well-organized manner.
Team Player.
Detail-oriented.
Manages time well - correctly prioritizes and is flexible.

Must have a high school diploma. Combination of education training and experience that provide required knowledge, skills, and abilities.

Minimum two (2) years experience as a Guest Service Agent. Prior experience with hotel industry revenue management, reservations and hotel property management systems required.

Must maintain a neat, clean and well-groomed appearance at all times. This also include all special events in which casual attire is suggested. Clothing must be neat, clean and offer a professional appearance at all times.

Salary or Hourly Position? Salary

Work Permit Needed? Applicants who do not already have legal permission to work in the United States will not be considered.

Job Available: Immediately

Compensation



Salary Range: Negotiable

Bonus Plan: No

Other: Low Medical Insurance Costs, Mileage Reimbursement, 401k w/ match, Dental Insurance Options, Vacation, Travel Discounts; Room Discounts for employee, friends & Family.

Contact

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