

# Guest Services Attendant (GSA)

## Job Description

June 2010

### General

This position reports to the Site Manager and is a part of the Maintenance Department. It is required that the GSA live on-campus; a room at the conference center is provided for this purpose. (NOTE: These are tight quarters for more than one person. No pets allowed.) The GSA is dedicated to guests' services and satisfaction and is evaluated on this more than any other aspect.

### Other Requirements

The position requires an out-going, and personable individual who is a self-starter and demonstrates the initiative to always seek out ways to better provide for the needs of Gray Center clients and the center in general. Applicant must be over 21 years old and hold a valid driver's license with a good driving record. A satisfactory background check and drug screening will be necessary before hiring. Though this position is open to anyone, it does require the physical abilities to individually lift and move heavy furniture objects – say, 35-60 pounds – and the endurance to work outside under the normal conditions of the Deep South (most grueling is the heat and humidity of the summers).

### Responsibilities and Duties

The position of GSA is responsible for guest satisfaction, generally, and more specifically:

- Pre-arrival of guests
  - Meeting room and social area set-ups
  - Co-ordinate vehicle(s) for airport runs
  - Verification of event details
  - Verification of quality of general appearance
  - Room comfort issues
- Arrival duties
  - Make contact with group leader
    - Make sure all needs have been met
    - Co-ordinate schedules with group leader
    - Make sure leader can always find you
  - Greeting guests
    - Make airport runs as needed
    - Assist with luggage
    - Direct / help guests to rooms
    - Help guest speakers set-up
- During-visit duties
  - “Anything you need, Sir?” all the time
  - Visible and available
  - Sell items out of Gray Center store
  - Keep lobby and meeting areas clean and presentable
    - Clean up after each meeting session
    - Assist kitchen with set up of socials
    - Clean up after socials, do not leave food/drinks out all night
    - Empty water underneath the bar in the lobby
    - After guest have gone to bed
      - Turn off lights
      - Get lobby and meeting area presentable for next day
- Post-departure duties
  - Shutdown

- Lights
  - Heating / A/C
  - Doors / windows
  - Lost / found
- Break down meeting rooms
  - Get ready for housekeeping to clean
  - Put all A/V equipment away
  - Put away chairs and/or tables
- Re-store items
  - Ping-pong
  - Popcorn machine
  - Extra tables in lobby
  - Social set-ups
  - A/V equipment
- Vacancy duties
  - Take time off whenever possible
  - Do not burn yourself out
  - Report to Site Manager
    - Cut grass
    - General lawn work
    - Pool
    - Improvement projects, etc.
  - Assist other departments as needed
    - Help Staff decorate for the seasons
    - Fill in at GC office when needed
    - Assist kitchen with banquets and other events
  - Check and correct lights 'out,' cobwebs, wasps, barn swallow nests, geese, dirty glass in doors and windows, lawn work, etc.
  - Being "on-call"
- Other Duties
  - Maintain IT Equipment / Instruct in Use
    - Lobby Computer and printer
    - Wi-Fi and wired connections to server
  - Maintain A/V Equipment / Instruct in Use
    - LCD Projectors
    - Audio Equipment
      - Microphones
      - Podium PA
    - Overhead Projector
    - Screens