



Guest Services Representative - Job Description

Job Summary:

- Provide exceptional service to guests.
- Implement plans to improve customer satisfaction.
- Assisting with guest queries/disputes.
- Resolve complaints effectively.
- Sharing tips internally with the team to enhance customer service.
- Acting as a communication hub between guests and team members.
- Providing reports to the senior manager on the activities.
- Improve segments of the business utilizing technology and other options.

Daily and Monthly Responsibilities:

- Respond to any questions, needs, and desires of guests, and follow up with guests to ensure their requests have been met to their satisfaction promptly.

(When in the office, a timely manner constitutes that the guest has been responded to in less than one (1) hour. Overnight issues should be addressed first thing upon arrival in the office).

Responsibilities Include:

- Respond to guest needs and anticipate their unstated ones.
- Expect and react promptly to guest's requirements and inquiries.
- Review current workflow and make recommendations on improving guest relations.
- Contributing to the development of customer satisfaction programs.



Qualifications:

- Excellent customer service skills.
- Knowledge of the retail and entertainment industry.
- Familiar with MS Office software and Google Suite.
- Effective communication skills.
- Ability to learn and utilize technology.
- Weekends are a must for this position to ensure we provide excellent service to our customers during peak times
- This role reports to the Brand Manager and joins the marketing team. Opportunities to take some marketing initiatives could be available with the right candidate.

Additional:

- Ability to pass a mandatory (or random) drug test, per Company policy, unless prohibited by state or provincial law.
- Ability to pass a background check, if 18 years of age or older, which may include, but is not limited to, credit, criminal, DMV, previous employment, education, and personal references, per Company policy, unless prohibited by federal, state, or provincial law.

This is a full-time salaried position with an opportunity for benefits. The position is located in Chester, New Jersey. Job applicable to those approved to work in the US. International visas are not available for this job opening.

To apply for this position: complete the application for employment found on our website, <https://www.alstedefarms.com/career/>

Email the completed application to employment@alstedefarms.com

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