



THE SENTINEL

GUEST SERVICES & FRONT DESK ADMINISTRATOR

Reports To: General Manager & Directors

Works with: All departments

Job Description

Guest Services/Front Desk is responsible for customer service and administrative duties at The Sentinel. They will act as a liaison with retreat and hotel guests, answering questions and problem solving while acting as an ambassador for The Sentinel and an assistant to the General Manager. They are responsible for ensuring smooth daily operations through diligent organization, planning and accountability.

Wage: Commensurate with Experience

RESPONSIBLE FOR:

- Guest reservations
- Answer Guest inquiries
- Guest check-in and orientation
- Event planning support

ADMINISTRATIVE SKILLS INCLUDE:

- Computer proficiency (GSuite, CRM, various software apps)
- Good Communication/Grammar/Spelling
- Able to professionally take and make Phone calls
- Able to professionally read and respond to emails
- Shared Values with The Sentinel
- Time management
- Attention to detail
- Courteous
- Grace under pressure - Problem solving
- Confidentiality