

## **JOB DESCRIPTION**

Presbyterian Mo-Ranch Assembly  
Hunt, Texas

**POSITION TITLE:** Guest Services Agent  
**DEPARTMENT:** Guest & Meeting Services  
**SUPERVISOR:** Guest & Meeting Services Manager  
**FLSA CLASSIFICATION:** Non-Exempt  
**JOB CODE:** Regular Full-time/Part-time

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### **MO-RANCH MISSION STATEMENT**

*The Mission Of Presbyterian Mo-Ranch Assembly Is To Foster Growth In God Through Jesus Christ By Sharing Its Unique Living, Learning, Christian Environment*

### **POSITION SUMMARY**

To support sales teams with guest service prior to a guest's visit; then directly provide guest's service during their visit, as well as after visit guest care and follow-up. Ensure guest's specifications are met and that events run smoothly and efficiently. Also communicates to Mo-Ranch departments the needs of guests including food, housing, meeting space and special requests.

### **ESSENTIAL FUNCTIONS**

1. Ensure prompt, courteous, friendly and efficient service to all guests and group/business accounts.
2. Provides sales administration support service during sales process and increasingly so once the reservation is made, with guest follow-up and administration of guest needs/details into hospitality system.
3. Provides services to guests prior to guests Mo-Ranch visit, while guests are in residence and following up to garner guest feedback and future bookings as needed.
  - a. Respond to communications arriving by mail, e-mail, telephone, fax or in person regarding conference, program or camp inquires and individual guests.
  - b. Know all types of accommodations and services available at Mo-Ranch
4. Ensures maintenance of accurate and updated guest Customer Relationship Management (CRM) information.
5. Assist in maintaining annual common calendars to track sales reservations along with Facilities, Maintenance and Housekeeping.
6. Cross trains and is knowledgeable on both front desk guest activities and sales administration activities.
  - a. Processes reservations for individuals and groups.
  - b. Processes guest check-in and check-out.
  - c. Accommodate guest special requests whenever practical.
  - d. Understands and adheres to proper credit, check-cashing and cash-handling policies and procedures. Posts charges and advance deposits to accounts.
  - e. Knowledgeable about use of front office equipment.
7. Uses proper telephone etiquette.
8. Know all safety and emergency procedures; be aware of accident prevention and fire and lost guest procedures.
9. Know the proper and safe use of mobile devices (radios/phones), Gators, golf carts and other equipment that is an integral part of the job.
10. Available to meeting services during peak times to assist with equipment set-ups and break-downs.
11. Maintains a professional appearance and a clean, neat and organized work area.
12. Performs other duties as may be assigned.

## QUALIFICATIONS

### Education

High school graduate.

Must be able to speak, read, write and understand English. Additionally the ability to read, write, speak, and understand Spanish while not required, is considered a positive.

### Experience

Hospitality industry experience desirable. Prefer two (2) years of experience in a front desk setting in hospitality facility (Hotel/Resort/Conference Center/Camp).

Outstanding interpersonal skills and strong customer care attitude.

Experience with cash handling and credit processing desirable.

Word processing, spreadsheet and database management skills preferred. Knowledge of Microsoft Office suite applications - Word, PPT, Excel, Outlook, etc...a plus.

### Physical

Position requires keyboarding, grasping, writing, standing, sitting, walking, repetitive motions, hearing, visual acuity, and good speaking skills.

Must be able to stand for extended periods of time and on occasion have to lift and carry up to 40 pounds.

### Groom and Uniform

All employees must maintain a neat, clean, and well-groomed appearance.

## OTHER

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, management reserves the right to revise the job, work schedule, and/or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workloads, rush jobs, or technological developments).

## ACKNOWLEDGEMENT

I hereby acknowledge that I have read and understand the above and agree to abide by the duties and responsibilities of my position and this job description. Further, I agree this does not imply an employment contract and this agreement is in effect and in accordance with personnel policy. My employment may be terminated at any time with or without cause.

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Employee Signature

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Date