

## Seaport Guest Services Intern



<b>Target Majors:</b>	Hospitality majors
<b>Intern Assignment:</b>	Guest Services: Communication Center and Bell and Door Intern
<b>Job Address:</b>	200 Seaport Blvd, Boston
<b>Is Location MBTA Accessible?</b>	Yes
<b>Hours Per Week:</b>	25 Hours / Week
<b>Preferred Days of Week:</b>	Negotiable
<b>Work Hours:</b>	Under the discretion of the hiring manager
<b>Pay Rate and Travel Stipend:</b>	\$15.00 / Hr

### Company Overview:

Seaport is a mid-size company that employs just fewer than 600 employees to help create a unique experience for transient and conference guests. We are a 428 rooms, AAA 4 diamond hotel and conference center. Our campus includes not only the hotel, but the World Trade Center across the street where a number of our conferences take place.

### ***Internship Position Summary (please include any training provided):***

Communications center is the beginning of the GSR rotation. We will provide cross training to develop your skills in the Bell, Door, and PBX positions. The phone operator serves a critical role as the first contact with our operation. While conveying a professional and knowledgeable demeanor, you will also provide accurate information within a short time frame and coordinate both internal and external telephone communications, directing the call as required by caller and providing service as opportunities are presented. Seaport is in the business of making people feel special and the Bell/Door staff are our ambassadors in this mission. Embracing a “make it happen” and “make a difference” attitude by going out of your way to satisfy a guests’ request or need will serve as a cornerstone of our commitment to unparalleled customer service. Recognizing guests by name and customizing the delivery of service will help ensure a satisfied customer. You will report directly to the Guest Service Managers and Supervisors. You will also encounter a close working relationship with many departments (i.e. Housekeeping, Engineering, Executive office, In-room Dining, Reservations, Valet, and Sales and Marketing), as well as extensive guest interaction. You will provide key support internally to all staff while working with our HotSoS and Opera software as well as the phone system.

### Job Description:

- Provide phone support for incoming inquiries for hotel accommodations and other Seaport services.
- Maintain a thorough knowledge of facilities and services.
- Manage guest communications.
- Manage voice mail activity.

- Provide wake-up call service.
- Facilitate all rapid response calls and enter requests into the Hotel Expert system.
- Provide support to Reservations during overnight operations.
- Facilitate delivery of incoming guest faxes.
- Assure proper coverage of hotel entrance at all times
- Greet and welcome guests as they arrive
- Thank guests and invite them to return as they depart
- Assist arrivals with luggage delivery
- Escort guests to guest rooms including detailed introduction of hotel and guest room amenities
- Coordinate and control the flow of vehicles as they deliver and pick-up guests at the entrance of the hotel
- Maintain clean, safe & secure work environment throughout lobby, front entrance, & sidewalk
- Accept guests' cars to valet park and explain retrieval process.
- Coordinate luggage storage and pick-up
- Execution of guest room deliveries.
- Anticipate our guests needs; i.e., holding umbrellas, opening trunks, assisting with wheelchairs, hailing taxis, etc
- Practicing, managing, and promoting our Mission & Values so that it becomes an intricate part of the everyday operation
- Completes any duties or projects assigned by the Guest Service Manager's or Director of Guest Services

### **Basic Qualifications**

- Effective verbal communication skills.
- Exceptional customer service skills.
- Excellent command of the English Language
- Additional languages preferred.
- Understanding of hotel/hospitality industry a plus.
- Strong problem solving and guest resolution skills.
- Ability to stand for long periods.
- Ability to lift, push, and pull 50+ pounds.
- Ability to withstand long periods on your feet..
- Previous phone experience and computer skills beneficial.
- Understanding of hotel/hospitality industry a plus.