

Albemarle Estate

AT TRUMP WINERY

We are looking for a full-time Guest Services Specialist to join our team. The ideal candidate must be organized, detail-oriented, and possess excellent communication, and interpersonal skills. We are looking for a self-motivated, dedicated employee who has the ability to work independently as well as with a team and follow directives with minimal supervision. Must be able to adapt to quickly changing priorities, be a fast learner, and have the ability to solve problems in a creative manner. Must maintain a professional demeanor, work well under pressure, and provide exemplary customer service. This position requires availability on weekends as well as holidays. We provide a fun atmosphere with an opportunity to grow, competitive pay with benefits including great, affordable medical and dental insurance (covering 80% of employee premium and 20% dependent), PTO (paid vacation, sick days, and holidays), 401k eligibility after one year, generous employee discount, travel discounts at Trump Hotels, educational opportunities, paid volunteer days, and more.

ESSENTIAL DUTIES:

- Provide exemplary customer service
- Answer questions, assist with requests, anticipate guest's needs: assist with luggage, restaurant reservations, food and tourism recommendations, car service, in-house or off site activity reservations
- Answer a multi-line phone system, make reservations
- Welcome and check in guests, lead tours of the Estate
- Respond to inquiries via mail and email
- Maintain the appearance of the reception, supply, break, and public areas
- Inspect rooms to ensure they always meet the highest standards
- Complete and oversee turndown service, breakfast service, beverage service
- Check out guests: ensuring correct billing, assist with luggage, and give directions as needed
- Perform other duties as assigned including but not limited to general office work, cleaning, back up for other team members

REQUIREMENTS:

- Must be 21 years of age
- Clear understanding of day to day hotel operations
- Must be able to work weekends, holidays, and evenings as business demands
- Familiarity with general office operations and bookkeeping practices
- Proficient in Word, Excel, Power Point, Outlook,
- Hotel PMS and CRS knowledge a plus but will train (use Sabre and Synxis)
- Experience in Hotel/Customer Service/Hospitality or related field: 1 year
- Valid Driver's license
- Reliable transportation