

SUMMER GUEST HOUSING

POSITION DESCRIPTIONS

Guest Host

A Guest Host is considered full-time (approximately 40 hours per week, and may include weekends), live-in position. A Guest Host's main responsibility is working the front desk of their designated building and tending to the needs of guests staying in that building. Guest Hosts interact with a wide variety of clientele and must show a willingness to provide for the needs and expectations of these groups.

Specific Duties and Responsibilities:

Training & Development

- Attend ALL mandatory training sessions (Spring and Summer).
- Attend Summer Guest Housing Outings and Hall Gatherings.

Operations

- Assist with the opening and closing of residence halls.
- Work weekly scheduled hours at the front desk providing customer services, including guest check-in and checkout, housekeeping requests, and providing information about the campus and Bay Area tourist attractions and restaurants.
- Each Guest Host will be assigned as a liaison for specific guest groups and is expected to maintain daily contact and availability to their respective groups.
- Maintaining key, linen, and equipment inventory.
- Conduct inspections of each room in the residence hall and document inventory and damages.
- Work closely with ABLE staff to ensure that rooms are ready for guest check-in and cleaned upon departure.
- Uphold all University and Summer Guest Housing policies.
- Assist the Facilities Team Leader in the end-of-summer report.
- Complete formal mid-summer self-appraisal.
- Complete end-of-summer Summer Guest Housing Staff Survey.
- Perform additional duties as requested by the Facilities Team Leader, Summer Operations Manager, or the Manager for Summer Housing & Marketing Publications.

Requirements:

This position requires: professionalism, customer service skills, initiative, adaptability, independent judgment, excellent communication skills, the ability to work as a team member, an ability to work under pressure while maintaining a high level of cordiality. This position also requires manual labor; particularly moving linens and making beds in rushed situations.

Supervision & Expectations:

Guest Hosts report directly to the Facilities Team Leaders of the designated building and is expected to be on-call and available any time he/she is on campus. Employment as a Guest Host is considered the employee's first priority. The Summer Operations Manager must approve any other jobs or any summer school courses the Guest Host plans to take.
