



# GUEST SERVICES AGENT

SEATTLE, WA

CONTACT

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## What we love about working at Paramount

### WE EACH COUNT

Unlike big hotel chains, you are not just a number. Joining us doesn't end at handing you a 200-page manual on company protocol. We believe we're not doing our job if we don't set you up for long-term success and growth. We see the wisdom in cultivating a team that sticks around because they're thriving professionally and personally. We understand that different people flourish and learn in different ways and we know when our team members win, we all win. You spend a huge amount of your life at work and we respect that. It should be challenging and fun and rewarding and something that brings you joy. Here you have a voice, can try out new ideas and be empowered. Our team routinely blows our mind with their ingenuity and resourcefulness.

### HEALTHY & HAPPY

You are unique and part of a family who looks out for you. Here, we look out for your personal and professional growth and health. And we walk the walk when taking care of our brothers and sisters. Sure, sometimes work is challenging and frustrating... but you're going to be knocking it out of the park alongside a team who is pitching in and walking by your side every step of the way.

## Company Overview

[Paramount Hotels](#) is an independent, family-owned boutique hotel group with properties in Seattle, Portland and Maui.

With our legacy properties in prime downtown locations, we deliver timeless great service and amenities, but with a modern twist and artful boutique hotel experience. Paramount's leadership team cut its teeth at some of hospitality's most iconic brands including Waldorf Astoria (NYC), W Hotel, Hilton, Kimpton, Pyramid Hospitality, Four Seasons, and Marriott...but they ultimately chose to call Paramount home.

On the leadership team, [Matthew Olson](#), our President, is a second generation family business owner focused on new property development. Olson works in step, partnering closely with [Kyle Asher](#), our COO, who oversees hotel operations and strategy. Paramount Hotels is in smart growth mode and currently developing several new hotel properties in Maui including a new \$100M tower opening in May 2024. We see our superb team as a key part of our legacy and growth story.

Our team is made of hustle & heart and delivering outrageous service is just the beginning. Every day we raise the bar both professionally and personally, and you'll find your colleagues are your biggest cheerleaders and supporters. If you have a growth, dragon-slaying mindset, you've come to the right place. We love to promote from within which means opportunity is there for the taking.





## Key Outcomes 3-6 Months

Grasping the hotel's amenities, services, and policies to effectively assist guests. Mastering the art of anticipating guest needs, surpassing expectations through proactive service. Collaborating with facilities and restaurant teams to tailor bespoke experiences for guests. Demonstrating impeccable grooming and presentation in line with the hotel's brand. Exhibiting professionalism and discretion in all guest interactions, ensuring a personalized experience.

### Advancement

#### Opportunities:

**Supervisory** - recognition for consistently delivering stellar service and attention to details, with opportunities to mentor newer team members and lead initiatives to elevate service standards

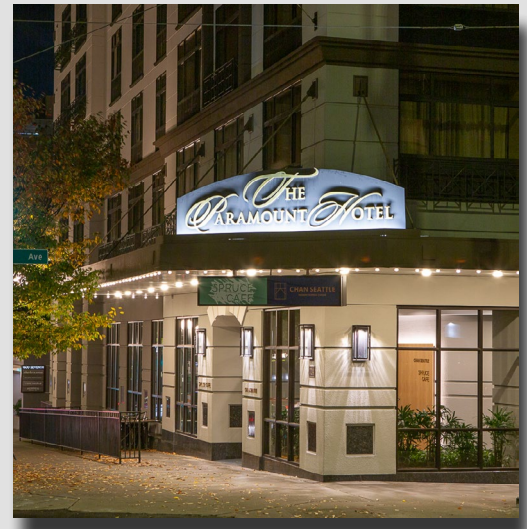
**Leadership** - managing guest feedback, resolving issues promptly, implementing strategies to enhance guest satisfaction and loyalty. Overseeing all front office functions, setting the standard for service delivery, and cultivating a culture of excellence.

## Role Overview

The Guest Services Agent represents the hotel throughout all stages of the guest's stay. As many times the first (and often the last) team member that guests will come in contact with, professional and courteous one-on-one interactions are vital.

Duties include determining a guest's reservation status and identifying their length of stay; Helping guests complete registration cards; Assigning rooms; And accommodating special requests whenever possible. Agents are also responsible for verifying the guest's method of payment and following established credit-checking procedures. Communicating with the rest of the hotel staff to ensure the guest has a comfortable and safe stay is fundamental to the role.

This role reports to Lina Gamez, Front Office Manager.



## Key Role Activities

- Efficient guest registration and room assignment, accommodating special requests when possible.
- Assisting with valet parking and luggage storage.
- Adhering to credit, check-cashing, and cash handling policies.
- Tracking room status and maintaining room status updates.
- Familiarity with room locations, types, and rates, and presenting options to guests.
- Utilizing suggestive selling techniques to promote room upgrades and hotel services.
- Coordinating room status updates with housekeeping.
- Handling reservations, including same-day and future bookings, and understanding cancellation procedures.
- Processing guest check-outs and cashier-related functions.
- Reporting maintenance and repair requests and coordinating with relevant departments.
- Keeping informed about daily activities and meetings in the hotel.
- Attending department meetings and contributing to discussions.
- Promptly reporting any unusual occurrences or requests to management.
- Familiarity with safety procedures and accident prevention policies.





## Qualifications

Education:  
High school graduate or equivalent.

Essential Requirements:  
Must speak, read, write, and understand the primary language used in the workplace. Must be able to speak and understand the primary language used by the guests who visits the hotel.

Must have excellent communication, phone and hospitality skills. Flexibility is necessary for this position, including the ability to work days, nights, weekends and holidays. Prior hotel experience is preferred. Knowledge of OPERA is a plus. Valid drivers license required.

Experience: Previous hotel-related experience desired.

Physical: Requires fingering, grasping, writing, standing, sitting, walking, repetitive motions, hearing, visual acuity, and may on occasion have to lift and carry up to 40 pounds.

Be a part of a larger picture!  
The Paramount Hotel Seattle has been a desired hotel in the heart of the thriving Seattle Central Business District for more than twenty years. We pride ourselves on being one of the top hotels in downtown Seattle, offering personalized service to our guests and philanthropic services to our community organizations. Together, we strive to create a culture that is based on integrity, respect, quality and focused on producing the best experience for everyone who walks through our doors.

To apply and learn more:

Please email General Manager [Voltaire Marave](mailto:voltairem@paramounthotelseattle.com) at [voltairem@paramounthotelseattle.com](mailto:voltairem@paramounthotelseattle.com) with your confidential resume and answers to a few introduction questions to get to know you better.

Why are you interested in this role and working at The Paramount Hotel Seattle specifically?

What inspired you to be part of the Hotel Industry?

Can you share an experience where you had to adapt your service approach to meet the unique preferences or needs of a guest?

How did you personalize their experience?

How do you approach communication and collaboration with colleagues and other departments to ensure seamless guest experiences and resolve any issues that may arise?

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