

Position Details

Overview

Position Title: *Guest Services Representative*

Position Code: *PC1697319*

Host Company Name: *Emerald Grande (Destin, FL)*

Host Company Description:

Our Destin, Florida vacation rentals at Emerald Grande at HarborWalk Village are perfect for a family vacation, a romantic getaway, wedding or meeting along the Gulf Coast.

City: *Destin*

State: *FL*

Gender Preference: *No Preference*

English Level: *Advanced*

Minimum Age: *18*

Earliest Start Date: *5/20/2027*

Earliest End Date: *9/10/2027*

Latest Start Date: *6/5/2027*

Latest End Date: *9/30/2027*

Position Details

Average Hours/Week: *32*

Typical Schedule: *Schedules vary and include weekends and mornings.*

Additional Hours Details:

Position Description:

The crown jewel of the Emerald Coast, Emerald Grande, is looking for guest services representatives for our front desk. The ideal candidate is outgoing, friendly, trustworthy, eager, fast-paced, detail orientated, and an effective communicator. Computer literacy and proper phone etiquette are a must.

Essential Duties and Responsibilities:

- *Greeting guests upon arrival and making them feel welcomed.*
- *Check-in arriving guests; verify identification of guests with driver's license or military ID. Process credit card for remaining balance on account and pre-authorization for incidentals. Verify length of stay and number of people staying in room. Have guests complete and sign registration card. Provide guests with room keys, explain property layout and amenities material. Enter data from registration card into IQWare and file completed registration card in bucket.*
- *Check-out guests: accept room keys and print two copies of receipt. Have guests sign copy of receipt and retain executed copy for audit packet. Provide guests with second receipt copy. Encourage guests to visit us again soon.*
- *Assigning rooms and taking care of administrative duties.*
- *Processing guest payments.*
- *Coordinating with bell service and staff management.*

- *Being a source of information to guests on various matters such as transport and restaurant advice.*
- *Accommodating general and unique requests.*
- *Diffusing conflict or tense situations with guests.*
- *Answer telephone inquiries, direct calls, and provide basic and/or detailed information.*
- *Answer with confidence: guest's questions regarding the Emerald Grande, Regatta Bay, SWOOP Fishing, Harborwalk Marina, Harborwalk Village, city wide restaurants, shopping, post-office, banking, etc.*
- *Stay abreast of current and upcoming events and disseminate accurately to callers and guests.*
- *Housekeeping and Maintenance; keep in constant communication with the housekeeping and maintenance departments for updates on clean and working rooms.*
- *Other duties as assigned.*

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty with confidence. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Knowledge, Skill and Ability Requirements:

- *Critical thinking and innovate problem solving skills*
- *Highly computer literate with proficiency in MS Office and related business and communication tools*
- *Fantastic organizational and time management skills*
- *Strategic and creative mindset*
- *Meticulous attention to detail*
- *Exceptional interpersonal skills.*
- *Excellent written and verbal communication.*
- *Good time management and organizational skills.*
- *Conflict resolution experience.*
- *Patience and good listening skills*

Reports To: *Front Desk Manager*

Required Duties: ** Must speak the English language well*
 ** Previous hospitality experience is preferred*
 ** Positive attitude*

Skills Required: ** Must speak the English language well*
 ** Previous hospitality experience is preferred*
 ** Positive attitude*

Supplies Required:

Supplies Cost:

Company Policies:

Interview Required?: Yes

Additional Information: *Supplies will be provided by Emerald Grande.*

Training Dates:

Different Training Period Wage:

Physical Demands: *Must be able to stand for long periods of time; Performing duties which require bending, reaching, and/or lifting*

Drug Testing Requirements:

Meals Included:

Transportation:

Host Placement - Related Costs:

Benefits Provided by Host:

Pay Rate: USD 17.00

Pay Frequency: Bi-Weekly

Pay Notes:

Overtime Available? No

Overtime Rate: 25.50

Days Before Start of Work: 0

Tipped Position? No

Accepts Couples? No

Accepts Groups? No

Second Job Allowed?

Company Provided Housing? Yes

Arrival Information

Recommended Airport: VPS-Fort Walton Beach FL (Approximately 15 miles from Destin)

Please update your MY INTRAX account, with your travel plans, once you have purchased your ticket.

PNS-Pensacola FL (Approximately 50 miles from Destin, FL)

Nearest Bus Station: Participants who fly into Pensacola, FL will need to take the Greyhound bus to Fort Walton Beach, Florida.

For more information and prices please visit: www.greyhound.com

Nearest Train Station: There is no train station in Destin, Florida or Fort Walton Beach, Florida.

Transportation to Company: Walk/ Biking

Reporting Instructions:

All participants must update their MY INTRAX account, with their travel plans, before traveling to the United States.

You must check in on your MY INTRAX account the day you arrive in the United States.

Travel Instructions:

Fly into Fort Walton Beach Airport. Take a taxi to the housing location you have arranged. It will cost approximately \$55 to get to Destin, Florida.

If you choose to fly into another airport, you will need to take a Greyhound Bus to Fort Walton Beach, Florida. At the bus station you can take a taxi or shuttle to the housing location you have arranged.

Shuttle information:

Sunshine Shuttle: www.sunshineshuttle.com

Dave's Bayside Airport Shuttle <http://baysideshuttle.com/reservations.htm>

Destin Airport Shuttles: www.surfsideshuttle.com

Nearest Social Security Office: Nearest Social Security Office:

111-B RACETRACK RD NW.
FT WALTON BEACH, FL

Your employer will assist you with arranging transportation to the Social Security office.

Social Security Instructions:

Please check in, on your MY INTRAX Account, the day you arrive in the United States.

Please report to Social Security 7 days after your arrival in Destin. You must wait at least 7 days to apply.

Area Information

Area Information:

Destin is home to some of the worlds most beautiful beaches. The crystal clear water and the sugar white sands have given the Emerald Coast area a reputation as one of America's premier vacation destinations.

Average Temperature:

90+ degrees F during the day 75 to 80 degrees F during the night. Very hot and humid. Need to be willing to work in direct sunlight and high temperatures.

Nearest Major Cities:

Panama City, Pensacola, Ft. Walton Beach, Tallahassee

Things to Do:

There are many things to do in Destin. Lots of shopping, beach and water activities, restaurants and clubs.

What to Wear:

It is suggested that you bring clothing for warm Weather during the day and cooler weather at night. Bring a light jacket, pants, shorts, t-shirts, and casual wear.

Cultural Opportunities:

Destin,Florida is known as the Emerald Coast they have great beaches, night life,shopping, and much more.

Located within one hour of the United States Airforce Base.

Several community churches plan International Student Dinners.

Other area attractions:

Museums

Parks

Golf Course

Deep Sea Fishing

Snorkeling

Scuba Diving

Dolphin Watching Tours

Website: <http://www.emeraldgrande.com>

Additional Website Info:

Accommodation Option: Emerald Grande

Address:

139 Sibert Ave
Destin FL
32541 - United States

Type:

Company Arranged: Yes

Company Recommended: Yes

Description:

We are excited to have you join our team. Below are some guidelines we have put together that will help acclimate you to your new environment. Of course, things will always come up but remember to ask questions when in doubt and hopefully these guidelines will be able to answer all your questions. There will be up to 6-7 students per unit with 2 -3 students per room. All units are 2,000 sq ft with large bedrooms, stainless appliances, and granite countertops.

A. Arrival at VPS/PNS

1. please organize an Uber, Lyft, or Taxi service for your travel to housing. The address of your housing complex is 139 Sibert Ave Destin FL 32541. You can also reach Human Resources directly by phone at 850-424-0764
2. During your time here the Temperature can vary from 45-85 degrees. Please plan accordingly.

B. Arrival at Housing

1. You will receive a follow-up email with your specific Unit Number and details on how to access your unit. Your unit has three bedrooms and is based on double occupancy per-room. Room selection is on a first come first served basis.
2. Each bed is furnished with a towel and shower caddy for your personal bath items. There is closet storage in each closet as well as under-bed storage for each employee.
3. You have access to a Coffee maker, Refrigerator, Stove, Dishwasher, Microwave, Washer and Dryer in your unit.
4. In Florida the drinking age is 21 years of age, no alcohol consumption is permitted in student housing for employees under the age of 21.
5. Wifi access codes are located on the bottom of your wifi router in the living room.

Estimated Weekly Cost: USD 147.00

Additional Weekly Cost:

Additional Cost Description:

Weekly rent will be \$21.00 per day or \$147.00 per week and is deducted directly from payroll. The damage deposit is \$200.00 payable to Human Resources and will be due upon arrival

Commute Options: Walking; Bicycle; Bus

Commute Cost:

Company Provides Transportation: No

Estimated Distance to Company: Less than 2 miles

Gender Restrictions: None

Features:

Features Description:

Additional Information:

