



CAREER PROFILE

Guest Service Agent

Overview

A guest service agent welcomes guests, assists with check-in and check-out, answers questions, handles requests, and helps create a positive hotel experience.

Requirements

- Excellent communication
- Customer service skills
- Good computer skills
- Attention to detail
- Problem-solving skills
- Professional and welcoming manner

Training

No formal qualification is usually required to start. A **Certificate III in Hospitality** can provide relevant training in accommodation reception, guest services and booking systems.

Career Progression



Scan to watch the role in action!

