



## The Thomas Hotel - Guest Expert Job Description

Overview: The Thomas Hotel is a boutique hotel located in downtown Tyler, TX with 8 suites and a lobby/bar area. Each suite has a kitchenette, living space, bedroom and bathroom. The hotel also has a lobby and a bar, known as The Judge, that will be open 3-8pm daily to the general public. The hotel will be set up to have self-check-in for all reservations. Each guest will receive a unique code to access their room and the hotel lobby. The lobby/bar will close at 8pm daily and only guests will have a unique code that grants them access to the hotel after hours. Check-ins will begin as early as 4pm (sooner if rooms are clean) and Check-outs will be at 11am. The hotel will be staffed at all times and the team will be composed of one General Manager, one Experience Manager, and several Guest Experts, Housekeepers, and Mixologists.

*Words to describe The Thomas Hotel brand are thoughtful, friendly, personable, established, approachable, sophisticated, local, welcoming, humble, boutique and possesses heritage.*

Our Guest Experts will play an active role in maintaining a positive and fun workplace environment and cultivating a luxury guest experience. From the pre-arrival to the farewell, and through all of the pinnacle moments in between, the Guest Experts will be masters of their craft in cultivating unique and genuine hospitality experiences for our guests. The ideal candidate will have a passion for hospitality, be excited about interacting with new people on a daily basis, possess strong social and communication skills, and be a self-motivated team-player. Our team will be actively seeking to build our business into a positive asset to the Tyler community, and all team members will be responsible for serving proactively in identifying opportunities to elevate the guest experience. A goal-oriented mindset and high level of adaptability are essential for success in this role.

### Responsibilities

- Exude the four brand pillars of The Thomas Hotel: Southern Hospitality, Heritage, All in the Details, and Community Hub, and assist the Hotel Owners in maintaining the “brand”.
- Although it’s self check-in, staff will assist guests having troubles and will serve in a concierge capacity to ensure all guests feel welcome and at home during their stay and provide check-in and check-out assistance as needed.
- Maintain a high level of effective communication with other employees, departments, vendors, and partners.
- Create reservations over the phone or in person as needed.
- Assist guests with luggage, delivering to room and retrieving as requested, lifting up to 50 lbs.
- Complete daily shift checklists.
- Maintain a friendly and professional demeanor at all times in person, over the phone, and via platform communication.
- Eagerly offer to assist any guests with disabilities, sharing all property accessibility features.
- Greet guests and cultivate genuine guest experience for all guests of The Thomas Hotel and The Judge.
- Confirm accuracy of guest folios and settle balances on day of departure.
- Seek opportunities to improve the experience for every guest, committing to a high level of effective communication with guests, other departments, and Hotel Managements.

- Adhere to all Standard Operating Procedures as determined by Hotel Management and Owners.
- Become an expert in problem resolution and effectively resolve all guest issues with genuine courtesy and curiosity.
- Serve as a local expert and concierge, offering assistance to all guests in getting acquainted with the Tyler area and our abundant offerings for activities and entertainment and dining options, making reservations and bookings as requested.
- Maintain current TABC + ServSafe certifications and serve as a responsible party for all employees and guests adhering to all Texas Liquor License Laws
- Occasional service of alcoholic beverages and food
- Review service requests for arrivals and manage special event amenities and gifts prior to arrival
- Clean and tidy public and work areas and ensure consistent cleanliness of lobby space
- Respond to telephone, e-mail, and in-person inquiries from potential event clients, business partners, and other parties.
- As a front-line worker, present a positive and professional image of the organization to all visitors, suppliers, inquiries, and other interactions.
- Prioritize safety and security of hotel and remain vigilant of potential hazards at all times, promptly reporting any security issues to Hotel Management
- Attend monthly 1:1 Meetings with General Manager and commit to personal growth and development
- Attend team meetings (twice a month)
- Work overnight shifts as needed.
- Administer and manage inbound/outbound mail/packages/lost and found items
- Perform other duties as required - always willing to learn and grow and serve the team in any capacity required to optimize guest and employee experience.

### **Qualifications**

- High school diploma or equivalent
- 2+ years guest service experience preferred
- Outstanding written and verbal communication skills
- Basic administrative knowledge (Microsoft Office and Google Workplace)
- Adaptable team player eager to “wear all hats” and support others in many capacities
- Ability to lift up to 50 lbs and carry luggage up and down stairs
- Available to work weekends, holidays, overnights, and variable schedule as necessary for hotel operations and guest demand.
- Pass required background check and pre-employment drug test

\*\* Time off: Up to 80 hours paid time off yearly after 90 days of continuous employment. Please request this at least 4 weeks in advance. \*\* Base pay: \$15/hour \*\*