



JOB DESCRIPTION

Black Star Farms Inn Guest Services

REQUIREMENTS

- 21+ years of age
- Bachelor degree preferred, equivalent in experience and training accepted
- Flexible schedule with ability to work evenings, weekends, and holidays
- Experience with client management/scheduling software preferred

EXPECTATIONS

- Assist with the preparation and execution of all guest services at the Inn

Provide concierge style services as requested by guests. This may include on and off-site service recommendation and coordination
- Demonstrate professionalism through appearance and communication at all times while maintaining a friendly, accommodating, and engaging demeanor
- Possess a thorough knowledge of and ability to perform housekeeping operations and tasks to assist housekeeping staff as needed. This includes general upkeep of guest common areas, bathrooms, and individual guest rooms
- Participate in Inn food service operations including daily breakfast, wine service, and miscellaneous guest requests
- Maintain a working knowledge of all facets of Black Star Farms and its various entities
- Execute on-line and direct guest reservation, payment, and retail purchase processing along with maintaining accurate client files and accounting records
- Field email, phone, and direct inquiries with appropriate promptness

Operate independently and also within a diverse team efficiently, strategically, and with forward focus
- Have a desire to make the best, better!

