



Job Description

Job Title: Guest Relations Manager

FLSA Status: Exempt

Reports to: General Manager & Controller

Job Summary: The Guest Relations Manager (GRM) is at the forefront of customer service. He or she works with all internal departments, taxi drivers, and any external contacts who affect a guest's visit to ensure guests receive above-and-beyond service and have a memorable experience. Whether dealing with reservations, taxi dispatch, or general complaints, the GRM's role is to provide a high level of guest satisfaction.

The Guest Relations Manager also assists the Controller with varied financial controls of Coral World (V.I.) Inc including but not limited to: opening/closing, bank deposits, change orders, accounts receivable.

Duties and Responsibilities: (Including but not limited to)

- Walks around the park from time to time from parking lot curb to the reservations desk at the tower to be in a position to respond to guests' needs and anticipate unstated ones.
- Handles guests' inquiries and provides answers; puts them in contact with the appropriate people as needed.
- Handles complaints and ensures that they are resolved quickly, courteously, professionally and to the guests' total satisfaction.
- Is knowledgeable about Coral World's exhibits and activities to be able to respond to guests' requests for information.
- Supports Tour Operations by being a liaison between dispatchers and the Tower and greeters to ensure efficient operation of activities and to avoid conflicts in activities.
- On busy days, positions herself/himself outside the Front Gate to facilitate guest arrival and departure. In particular oversees and coordinates arrivals and departures of tour guests to ensure timely departures from the park.
- Alleviates long lines at the ticket booth by stepping in as a Gate Cashier or by providing such other assistance as will expedite guests' entry into the park.
- When needed, alleviates lines and/or covering for lunch breaks at the Reservations Desk by assisting at the Reservation Desk to expedite the process and answer guests' question
- When needed, cover lunch breaks at the ticket booth and reservations desk.
- Handles email and phone reservation requests from VIATOR, Expedia, Travelocity, Hotel concierges and Activity Desks, etc., professionally, promptly, and accurately.
- Handles email and phone reservation requests from individuals professionally, promptly, and accurately when the Tower Reservation Desk is closed or busy.
- When problems arise with reservations or capacity in an activity, resolves problems to guests' satisfaction and makes refund decisions at the Reservations Desk.

- Keeps the General Manager informed about customer service issues that need to be addressed
- Ensures enforcement of the company's policy regarding participation in and payment for activities by friends and family of employees.
- Verifies all invoices and enters into the computer system. After verifying accuracy of invoice entries, selects invoices and prints checks.
- Supervises the Close of Day procedure, checking out all cashiers and verifying the accuracy of his/her reports.
- Generates the End of Day Reconciliation and then posts all data after verifying accuracy.
- Prepares the daily bank deposits and reconciles the Taxi and Change pans
- Ensures that all bank deposits are delivered to the bank in a timely manner.
- When required, assist in other financial areas.
- Responsible for obtaining daily counts from all tour operators and entering into computer system after verifying accuracy.
- Processes tour billings in accordance with Accounting Procedures.
- Contact business for payment of delinquent accounts receivables.
- Receive payment from companies and reconcile their accounts.
- Assisting with all opening of day procedures in the Controller's absence.

General Skills/Knowledge/Work Experience/ Education/Certification/License:

Required:

- High School Diploma
- Basic math skills: Can accurately count, add, subtract, multiply and divide.
- Proficiency with the company's point of sales and reservations systems at all locations
- Ability to work independently.
- Must be a team player and be able to get along with others.
- Ability to follow written, as well as oral instructions.
- Must be willing to work overtime, holidays, and weekends as needed.
- Must be able to maintain confidentiality.
- Must be personable, courteous and able to work under pressure

Preferred:

- College Degree in relevant field such as Hospitality or 5 years' experience in management
- 5 years' customer service/hospitality
- Bilingual

Work Environment: The Guest Relations Manager is highly visible, interacting with guests, taxi drivers, vendors, and other staff. The position often requires the person filling this role to be on their feet for a good part of the day walking around the property. The GRM needs to be able to handle stressful situations and maintain a positive attitude.

Please Note: This job description in no way states or implies that these are the only tasks to be performed by this position. This position will be required to follow any other job related instructions and to perform any other job related tasks as requested by their supervisor and/or manager.