



### Learning Objectives - Guest Service Agent Intern

Technical/Academic Skills and Content	Related Job Tasks	Evidence or Outcomes
Customer Service	<p>Assist and respond to guests, make reservations, schedule appointments, issue room keys</p> <p>Respond to guest questions or complaints and answer telephone inquiries in a professional manner</p>	<p>Reliable, courteous service to customers</p> <p>Guests feel attended to, have their questions answered and have an overall good experience</p>
Taking payments from guests	<p>Handle cash, present statements to guests, collect payments from departing guests</p> <p>Complete daily shift paperwork and balance cash drawer</p>	Invoices and statements are accurate, payments are correctly collected and charged, cash drawer is balanced
Scheduling	<p>Manage customer schedules and appointments</p> <p>Schedule wake-up calls, appointments, cleaning services</p>	<p>Scheduling is done on a timely basis</p> <p>Guest appointments are kept and wake-up calls received</p>

Employability/ Interpersonal Skills	Related Job Tasks	Evidence or Outcomes
Social awareness	<p>Take into consideration the feelings and situations of others</p> <p>Respectfully navigate different cultures and contexts</p>	<p>Professional responses toward customers and guests</p> <p>Good guest and customer relationships</p>
Problem solving	Develop potential solutions to a problem, seeking and leveraging diverse perspectives	Quickly generate potential solutions to guest concerns, questions or complaints
Verbal communication	<p>Communicate information to the customer in an appropriate and effective way</p> <p>Gauge others' understanding of the message</p>	Customers/guests understand verbal communication

Adapted from material created by the NYC Labor Market Information Service, CUNY Graduate Center.