

NONAPPROPRIATED FUND (NAF) POSITION GUIDE

1. POSITION NUMBER 70118	FLSA		NONEXEMPT	2. ORGANIZATION AND LOCATION 61 FSS/FSVL - Lodging Los Angeles AFB, CA
		X	EXEMPT	
3. POSITION TITLE GUEST SERVICES MANAGER		4. CLASSIFICATION NF-0303-III		5. CLASSIFIED BY HQ AFSVA/SVXHR
				6. DATE 08 Apr 08

DUTIES AND RESPONSIBILITIES

Responsible for the efficient and economical operation of the Lodging Guest Reception, which includes both reservations and front desk operations. Accepts requests for reservations - group and individual, according to space availability. Orders and issues non-availability numbers when adequate quarters are not available and assigns eligible TDY travelers to commercial contract quarters. Registers and assigns rooms to guests, issues room keys, and may escort guests to rooms when called for. Calculates and posts charges to patrons' accounts and balances totals with control records. Accepts payment, makes change, and presents departing guests checkout statements. Prepares and safeguards cash receipts, prepares daily cashier's report, daily activity report, and may prepare consolidated daily activity report. Maintains daily quarters occupancy and current checkout list; acts on special requests from guests for service; operates a telephone system for guest use; ensures the availability of information on local area dining, lodging, and tourism is available for guests; provides emergency notification for guests; ensures that personal belongings deposited by the guest, or found, are safeguarded; ensures a night audit is performed daily. Ensures cleanliness of lobby and reception area. Maintains the retail sales inventory comprised of sundry and beverage items available for patron purchase. As time permits, performs non-supervisory duties as Guest Service Representative in the lodging guest reception unit. Implements corrective actions within authority to resolve work problems. Recommends solutions to staffing problems, work operations, etc., as appropriate to other supervisors. Supports and explains management programs to subordinates. Plans, establishes and schedules leave; sets performance standards; selects the most suitable applicants for vacancies, determines performance ratings and training needs; and prepares and recommends disciplinary actions. Advises and counsels workers on how to improve their performance, and explains new work techniques. Investigates grievances and complaints; resolves them informally, notifying supervisors of those of sufficient importance or seriousness. Performs other related duties as assigned.

QUALIFICATIONS

Must have functional experience and demonstrated a mastery of front desk operations from either military or civilian hotel operation; and the ability to build teams and work with others. Applicant must have experience in general clerical or cashier work of any kind in which the applicant has demonstrated ability to perform satisfactorily in handling multiple tasks and providing quality customer service. Experience must have demonstrated the ability to resolve common arithmetic problems, and to make change when receiving payment from customers. Must be able to read, speak, and write English. Must meet state and legal age requirement for sale of alcoholic beverages. Supervisory experience in another lodging function such as housekeeping, logistics, etc., may be substituted for front desk experience. Must be able to satisfactorily complete a National Agency Check with Inquiries (NACI).

PERFORMANCE STANDARDS

Performance is measured on the basis of results achieved, i.e., success of total operations in terms of customer satisfaction and soundness of operations. Performs supervisory duties in accordance with established policies and procedures. Actively participates in recruitment and development of staff members. Ensures that fire, safety, and security directives are adhered to by subordinates. Carries out oral and written instructions in an acceptable manner. Communicates effectively both orally and in writing. Works in a courteous and cooperative manner with guests, co-workers, supervisors and outside agencies. Performs routine duties with little need for supervision or assistance. Implements and maintains an effective internal control system to preclude or minimize the potential for fraud, waste, and abuse. Keeps supervisors informed of progress and advises supervisors of significant developments that may impact plans, projects, or operations.

TRAINING

Attends all formal and informal training applicable to this position deemed necessary by the supervisor. Must complete the web-based training selected for this position by the AFSVA.

I certify that this is an accurate statement of this position and that the position is necessary to carry out nonappropriated fund functions for which I am responsible. This certification is made with the knowledge that this information is to be used for regulatory purposes relating to appointment and payment of nonappropriated funds and that false or misleading statements may constitute violations of such regulations.

SIGNATURE AND TITLE OF IMMEDIATE SUPERVISOR

DATE

RLC Lodging Manager

28 March 17

CLASSIFICATION EVALUATION REPORT

Guest Services Manager, NF-0303-III

CLASSIFICATION REFERENCE:

Position Classification Flysheet for Miscellaneous Clerk and Assistant Series, GS-0303

Grade Level Guide for Clerical and Assistance Work, TS-91

AFMAN 34-310, Attachment 9

HRCDD-5 General Schedule Supervisory Guide, June 1998, Apr 1998

1. **Background:** The primary purpose is responsibility for the efficient and economical operation of Lodging Guest Reception.

2. Title, Series and Grade Determination:

Series Determination: This series includes positions the duties of which are to perform or supervise clerical, assistant, or technician work for which no other series is appropriate. The work requires knowledge of the procedures and technique involved in carrying out the work of an organization and involves application of procedures and practices within the framework of established guidelines. The work performed is characteristic of the 0303 Miscellaneous Clerk and Assistant series.

Title Determination: Titles are not specified for positions classified in this series. The functional community has selected the title of Guest Services Manager for parity with the commercial lodging industry

Grade Determination: The work performed involves receiving and confirming room reservations, registers, and assigns rooms to guests, issues room keys, accepts payment, and prepares daily reports. Receives and places local, regular and special long distance calls, answering routine and non-routine questions in reference to the organization. Plans, establishes and schedules leave; sets performance standards; selects the most suitable applicants for vacancies, determines performance ratings and training need; and prepares and recommends disciplinary actions. Advises and counsels workers on how to improve their performance, and explains new work techniques. Investigates grievances and complaints; resolves them informally, notifying supervisors of those of sufficient importance or seriousness. Performs, under general supervision, difficult and responsible work in a lodging front desk operation requiring, considerable training and supervisory or other experience, broad knowledge of lodging operations; and the exercise of independent judgment in a limited field. Work includes a variety of assignments involving different and unrelated steps, processes, and methods. The work requires extensive knowledge of the organization's rules, procedures, and operations to perform the more complex clerical processing procedures. Contacts are with a variety of persons within and outside the agency for the purpose of receiving or providing information relating to the work or for the purpose of resolving operating problems in connection with recurring responsibilities. At this level the supervisor reviews completed work for conformance with policy and requirements.

3. **Final Classification:** Guest Services Manager, NF-0303-III

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