

*CLUB DONATELLO IS A FOUR-STAR, GOLD CROWN BOUTIQUE OWNER'S CLUB
PROVIDING AN INTIMATE AMBIANCE IN THE HEART OF SAN FRANCISCO'S UNION SQUARE*

Title: Owners & Guest Relations Services Representative

Department: Reservations, Owners & Guest Relations Services

FLSA Status: Non-Exempt

Date Revised: December 7, 2005

General Statement of Role/Responsibilities:

Under the supervision of the Supervisor of Reservations, Owners & Guest Relations Services, this position will be responsible for providing a first-class array of specific services, including receiving requests, managing electronic inventory systems and properly confirming reservations for use of Club Donatello rooms by Owners and Guests. These services will also include explaining and assisting Owners with the detailed process for banking/exchanging of their CDOA Proprietary Interest Use time over multiple years, and related transactions for Owners. This requires accurate and timely maintenance of all related documents, transaction files and communications, positively assisting Owners with requests for CDOA Educational and Social Events, and courteously providing marketing-related information to Owners and Guests. This is a position with significant amounts of personal contact with Owners and Guests, and requires first-class communication skills for all verbal and written communication purposes.

Specific Primary Functions

Organizes and maintains all reservations and related document files for the Department, inclusive of providing copies for Owners files in the Administrative Services Department.

Assists in generating a monthly financial statement of all related transactions handled through the Department, including periodic reconciliation of CDOA Educational/Social Event activities.

Conducts competitive market surveys as requested, generates reports and prepares marketing information packages as needed.

Prints Owners/Guest arrival list daily and blocks rooms scheduled to arrive each day.

Maintains a safe, clean and well-organized work area.

Provides support when needed for in-house Educational/Social functions, including the Friday afternoon Welcome Reception.

Checks the Educational/Social events E-mail, processes requests for events. (All E-mail must be checked at least three times a day)

Checks and responds to voicemail messages regularly. (When the message light is on, all messages must be reviewed and responded to on the day that they are received.) At the end of each shift, no message light should be lit.

Updates and mails Club Donatello brochures with personalized introductory letter in a timely fashion when requested.

Prepares all gift certificate requests and accurately maintains the Club Donatello gift certificate log, and consistently follows all policies/procedures for their issuance and tracking.

Reviews and accurately communicates all room rates to Owner/Guests.

Track and assigns exchange weeks as requested, following the policies and procedures for such transactions.

Reviews all Club room configurations and bed types to assist in accommodating as many Owners/Guests requests as possible, based on availability.

Reads and accurately communicates the provisions of the CDOA's Owner's Guide-Rules/Regulations, CC&R's/Bylaws, and obtains assistance in such matters when necessary.

Maintains accurate/timely awareness of the CDOA Planning Calendar for all meeting, events deadlines, and communicates on such matters when requested.

Maintains flexibility and positive approach to working through a variety of tasks and assignments to fully meet the needs and expectations of our Owners/Guests and other Team Members within the Club Donatello organization.

By signature below, the undersigned confirms receipt, review, understanding, and agreement to all roles and responsibilities as set forth in the Position Description for the Owner/Guest Relations

Representative Signature: _____ Date:

Approved by:

Supervisor: _____ Date:

Club Manager: _____ Date:

President & CEO: _____ Date: