The position where I Interned was called an “at your service agent”. The “At your service” position is the central or the heart of the hotel. To Marriott an “at your service” agent is the ultimate agent and should be able to do everything the guest needs or wants. Part of this position would include being a PBX operator where I operated the telephone switchboard station in order to answer telephone calls. Process any guest requests for wake up calls, calling another room and other requests related to placing or receiving calls. I also advised guest of any messages (voicemail, mail, faxes) for them, and send to room if required. Answer, record, and process all guest requests, questions, or concerns. Log all guest requests or issues into computer, contact appropriate individual or department (engineering, Housekeeping), and follow up with guest to ensure their request has been met to their satisfaction. As an AYS agent I have provided information to guests about property amenities, and local areas of interest.

“At your service” is the hub for every department in the hotel. For engineering I have identified room issues that require the attention of engineering department, both short and long term fixes. To communicate these issues I would group issues into categories of priority using a work order, telephone and/ or Guestware. Then follow up to be sure these issues are fixed in a timely manner. As AYS I also handled issues dealing with loss prevention if someone loses something or leaves something precious behind then I am in charge of getting all the guest information and tracking down if we have found the item. Correctly make entries into a lost and found log, then follow up to make sure the item is sent back to its owner. I also received noise complaints and guest disturbances; it was my job to obtain the initial information from a caller to determine the seriousness of the call. Then dispatch the person in charge or Manager on duty to the scene of the complaint, lastly document the precise times of calls and the follow-up.

The “at your service” is a one-stop shop for all transactions which also happen to included room service. In the AYS position I have gained a thorough knowledge of how to use the Micros system. Micros is the point of sale and the system that records all transactions for food and beverage. In order to accurately sale food I had to obtain menu knowledge. This includes naming all core items on room service menus and describing their preparation, including accommodations and options. Micros is the heart of the restaurants if I can learn this system inside and out it will open up several more career options for me in the food and beverage Industry.

During this internship I trained as a guestware specialist. Guestware is software, when used correctly can lead every manager in every department to improve guest service and improve guest relations. Guestware will be able to print a report for engineering to inform them of problem rooms such as A/C leak or toilet problems so when can get them fixed before a guest needs that room. As a guestware specialist I am now able to submit an action item to managers to improve their service scores. An action item is when I send a report to engineering for example stating “I suggest you remove the florescent lights in the bathrooms to improve your service scores”. This software will now be used as a tool that will allow me to identify areas of improvement and opportunities for recognition. Guestware tracks guest preferences and issues that need to be resolved by hotel departments. The records of this software would allow me to access previous guest history available to be used to personalize their stay.

By learning this position I have broaden my area of knowledge and I believe it has made me a greater asset to my property and the Marriott Company. The four projects that I completed were included in my portfolio (under the Intern tab). The first and largest project was to improve and update the Guestware system which is mainly used to evaluate the hotel services and
accommodations. This project taught me a lot about the importance of the little things and how I can change a system like this to provide better and more accurate information. With this information my managers will be able to recognize the important issues to be address to create a problem free stay. The next project is training and learning how to use Marriott reservation system (MARSHA), knowing how to do this will make me more helpful to guest because I am capable of pulling up their reservation and make any changes or even make a new reservation if needed, without having to transfer them to our central location which costs the hotel money. I also trained in the concierge lounge and did a project that would benefit the guests and the hotel. It is an information packet that includes everything that a guest would need to know to enjoy the hotel or the Park City area. Last I created a pamphlet for all of our new and current front office staff which has some brief information about dealing with stress and difficult guests. The challenge I had with this was trying to make it fun and eye catching and not to lengthy. The importance of making it fun was so that they might actually look at it and not just glance at it and throw it away.

I really liked both the place and the position I was in. This internship allowed me to see many different aspects of what happens in a hotel on a daily bases in many different departments. It allowed me to experience and understand what the most important things are. This internship has also allowed me to work with many people which provided many networking opportunities. I would recommend this internship for several reasons. First, the property is use to having interns so they know what needs to be done and what to expect. Another reason is that the position I did allows you to see many different aspects to the industry and see how a lot of the departments work and work together.

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