



IOLANI PALACE

Post Office Box 2259 Honolulu, Hawaii 96804 Tel: 808-522-0821

Job Title: Guest Services Associate
Reports to: Director of Guest Services
Status: Part-Time (20 hours or more)

CULTURAL PILLARS

Each of individual is a vital component of The Friends of Iolani Palace (FOIP), empowered and responsible for fulfilling its mission and vision.

- We are united in our purpose and in our obligation to act respectfully and with integrity.
- We are committed to preserve, interpret, share, and celebrate the unique cultural quality of Iolani Palace.
- We strive to provide a welcoming environment while constantly connecting with guests to create meaningful experiences and lasting friendships.
- We champion lifelong learning and are unstoppable when we work together.

SUMMARY OF POSITION

A Guest Services Associate is a professional responsible individual for providing exemplary services to the guests whenever they make an entry into the Barracks and Palace, during their visit, and whenever they depart. Guest service responsibilities include taking care of the guests in a professional and courteous manner so guests will revisit in the future.

Key Responsibilities

Daily operation on the lanai and check in table

- Greet all guest upon arrival and departure to ensure the best experience possible.
- Provide instruction on how to operate the audio devices.
- Give Palace house rules as required before each tour.
- Manage audio devices by cleaning and recharging.
- Provide direction to visitors as required to purchase tickets and products.
- Answer general inquiries about Iolani Palace current and future tours, exhibitions, events, programs, and museum amenities.
- Provide and demonstrate basic knowledge of Iolani Palace history.
- Assist guest with wheelchair.
- Provide the highest level of customer service to all guests.
- Always maintain neat, professional, and orderly work at workstation.
- Follow all company/department policies and procedures.
- Report immediately all suspicious occurrences and hazardous conditions.
- Follow all company safety standards, including proper equipment managing to avoid injury to individual and others.
- Stay current with Iolani Palace information and events.

- Always maintain cleanliness and safety of work areas.
- Provide general information ticket prices, type of tours offered and shop products.
- Perform other duties as requested.

Provide customer service and support on the lanai

- To keep informed of any changes that are happening at the Iolani Palace and grounds.
- Ability to be adaptable to the outdoor environment and changing conditions.
- Ability to be conveying a cheerful outlook, having a passion for collaborating with people.
- Attend all necessary staff meetings and communicate concerns as well as solutions to problems.
- Complete all other duties as assigned within a timely matter.
- Follow standard procedures on the lanai.
- Ability to work under pressure situations and should be able to deal with a diverse range of people and help in resolving their issues in a calm and quiet manner.
- Able to follow safety standards and ensure that all housekeeping work is conducted in a proper manner.

Qualifications & Skills Required

- Excellent attendance and punctuality. This role includes flexible availability including evening, weekend, and holiday hours.
- Ability to be patient and flexible while also staying energized and focused on providing excellent customer service
- Must demonstrate elevated levels of professionalism, courtesy, good judgment, attention to details and work well under pressure in a challenging environment.
- Able to change priorities as guest and management needs dictate.
- Ability to work cohesively as part of a team.
- Ability to focus attention on guests' needs, always remaining calm and courteous.
- Ability to work independently; be initiative-taking.
- Ability to stand for extended period, walk, and collaborate with other team members in a challenging environment to provide excellent service.
- Bilingual abilities are a plus (particularly Hawaiian, Japanese, Korean, and Mandarin language skills).
- Must be sensitive to cultural issues and the significance of the Palace to Hawaii's communities.

PHYSICAL REQUIREMENTS

Includes, but is not limited to, the following:

- Frequent standing throughout work shift
- Ability to lift twenty-five pounds
- Ability to ascend and descend stairs
- Occasional walking and standing
- Occasional lifting, pushing, pulling, or otherwise moving objects.

If interested, please contact Cindy Ascencio at volunteer@iolanipalace.org