



IOLANI PALACE

Guest Services Associate I

Cultural Pillars

Each of us 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.

About The Museum Guest Services Associate Position

The Guest Services Associate report to Director of Guest Services. We are hiring an experienced Associate to help us keep growing. If you're dedicated and ambitious, The Friends of Iolani Palace is an excellent place to grow your career.

The main area of responsibility includes, but are not limited to:

- Provide the highest level of customer service to all visitors
- Greet guests and visitors warmly and make them feel welcome and attended
- Offer restaurant and activity recommendations and assist guests in arranging transportation
- Ensure that guest spaces and lobby are always clean and tidy
- Act as a liaison between guests and other department necessary including housekeeping
- Anticipate guests needs to accommodate them and provide an exceptional guest experience
- Maintain inventory of supplies and order new stock as needed

Preferred Qualifications

- 1+ years of previous customer service experience
- Positive phone demeanor and superior written and verbal communication skills are essential
- Must have a service-oriented mindset and be capable of making every guest feel valued
- Exemplify strong organizational skills and attention to detail
- Possess a positive attitude and be willing to work as part of a team
- Ability to speak a second language is an asset
- Willing to work irregular shifts and weekends