



Front Desk Agent

POSITION SUMMARY:

Our Historic hotel requires the talents and skills of a Front Desk Agent who can represent the hotel to guests throughout all stages of the guest stay insuring outstanding guest service and financial profitability. In this key role the Front Desk Agent will provide that critical first impression to our guests along with a passion for delivering exceptional guest experiences for every guest.

ESSENTIAL JOB FUNCTIONS:

1. Greet guest upon arrival and complete the registration process to include, but not limited to inputting, retrieving and confirmation of guest information in the computer system, programming room keys, filing registration cards, providing a welcome packet with room keys to guest ensuring guest knows location of room, provide information about services available in the hotel to promote marketing programs.
2. Coordinate room changes for guests based on availability.
3. Handles wake up calls for guests.
4. Respond to guest inquiries and request and resolve issues in a timely and efficient manner. Contacting various departments to fill guests' requests to ensure a pleasant stay.
5. Answer incoming calls for hotel. Takes and relays messages for guests, transfer calls to internal extensions. Respond to reservation inquiries.
6. Verbally acknowledges guest warmly using guest name whenever possible throughout guest stay.
7. Promote and sell guest rooms.
8. Handles all guest faxes, mail and packages
9. Assist guests with check-out including but not limited to, ensuring rooms and services are correctly accounted for, accepting and processing various forms of payment including gift certificates, credit/debit cards, cash and direct bill. Acknowledge guests verbally with a polite greeting, while checking the guest out of the hotel.
10. Demonstrate a thorough knowledge of hotel information including but not limited to room categories, room rates, packages, promotions, restaurant, lounge, chef's table and banquet events as well as other local area general knowledge.
11. Handles and counts money accurately and efficiently
12. Posts charges to guest accounts, transfers charges/credits to accounts, and runs necessary computer reports.
13. Meet and exceed guest expectation by anticipating services they might require.
14. Retrieves and replenishes general supplies.
15. Field guest complaints, conduct research and resolve or negotiate solutions for guest satisfaction. Escalate dissatisfied guests issues to a manager as needed.
16. Responds to emergencies and security situations.
17. Report injuries, accidents, and unsafe conditions to management.
18. Additional duties as assigned by management

JOB QUALIFICATIONS:

1. High school diploma or equivalent required
2. One-Two years previous customer service experience is required.
2. Must be available to work a flexible AM/PM schedule including weekends and holidays.
3. Computer and multitasking skills required.
4. Must have approachable, friendly, positive service-oriented attitude.
5. Ability to read and understand various correspondence written in English.
6. Ability to add, subtract, multiply, divide and calculate information in order to balance cash, calculate room charges and disburse change.
7. Ability to communicate verbally to all customers and other departments while handling various guest service responsibilities and providing quality customer service.
9. Ability to use the following equipment; computer, 10-key machine/calculator, printer, copy machine, multi-line telephone and fax machine.

PHYSICAL REQUIREMENTS

1. Standing for long periods of time (98% of the typical work shift).
2. Ability to bend, reach, twist and lift various items when replenishing general supplies.
3. Climbing occasionally on stairs or step ladders.
4. Lifting up to 25#

GROOMING:

1. All employees must maintain a neat, clean and well-groomed appearance per hotel guidelines.
2. Front Desk Agents must have visible tattoos covered.

LICENSE OR CERTIFICATION:

1. Alcohol Handler's Permit – Class 12

SUPERVISOR:

The Front Desk Agent position will report to the Assistant Front Office Manager and the Front Office Manager