



Job Description: Front Desk Agent

Immediate Supervisor: Front Office Manager/Assistant General Manager

SUMMARY: Front desk agent represents the first point of contact with guests and handles all stages of a guest's stay as well as accommodates all guest requests.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned by a manager or supervisor as needed.

- Assists guests in the check in and check out procedure, as well as, throughout the entirety of the guests stay.
- Work proficiently on the hotels electronic reservation system.
- Providing check-in/check-out services for guests.
- Responsible for financial matters including handling cash and processing credit card payments.
- Completing shift duties which include stocking the market, cleaning and organizing workstation.
- Assist breakfast attendant when they need assistance/busy
- Greets, registers, and assigns rooms to guests.
- Keeps records of room availability and guests' accounts.
- Creating and modifying reservations.
- Computes bill, collects payment, and makes changes as required for guests.
- Makes and confirms reservations.
- Posts charges such as room, food, liquor, or telephone to ledger.
- Name tag worn at all times.
- When responding to the switchboard, the proper telephone script must be used at all times.
- Must respond to a guest request within 10 minutes of time request was made.
- When approached by a guest with a problem, associate will empower himself/herself with the responsibility of assisting the customer in solving the problem.
- Interacts with internal and external customers in a positive, professional and accommodating manner.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be available to work shifts required for open position.
- Must have exceptional customer service skills
- Demonstrated ability to perform multiple tasks in a busy environment and remain flexible
- Ability to work well in a team environment



PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to ensure individuals with disabilities to perform the essential functions.

The associate must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate.

I HAVE READ AND UNDERSTAND THE POSITION DESCRIPTION INFORMATION AND HEREBY STATE THAT I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB WITH OR WITHOUT REASONABLE ACCOMMODATION.

Print name

Signature

Date