

## Guest Service Agent (GSA) / Front Desk Agent (FD) Job Description

A Front Desk Agent serves as the face of the hotel, responsible for providing exceptional customer service to guests throughout their stay. This role involves managing reservations, checking guests in and out, answering inquiries, and addressing any issues that arise. The ideal candidate will have strong communication skills, a friendly demeanor, and the ability to multitask in a fast-paced environment.

### Guest Check-In/Check-Out:

- Greet guests warmly and efficiently handle the check-in and check-out process.
- Verify guest information, process payments, and provide room keys.
- Explain hotel amenities, services, and policies to guests upon arrival.

### Reservation Management:

- Manage and update room reservations in the hotel's Property Management System (PMS).
- Respond to phone and online reservation inquiries, providing accurate information on room availability, rates, and special offers.
- Handle cancellations, modifications, and special requests in a timely manner.

### Guest Services:

- Address guest inquiries, requests, and complaints in a professional and courteous manner.
- Provide local information, recommendations, and directions to guests.
- Coordinate with other departments (housekeeping, maintenance) to fulfill guest needs.

### Administrative Duties:

- Maintain accurate records of guest accounts, reservations, and other essential data.
- Process guest payments, including cash, credit card, and billing to room accounts.
- Balance cash drawers and complete shift reports at the end of each shift.

### Security & Safety:

- Monitor and control access to the hotel, ensuring the safety of guests and property.
- Follow hotel policies and procedures, including emergency protocols.
- Report any suspicious activity or safety concerns to management.

### Cleanliness:

- Keep all public areas and bathrooms free of dirt, dust, and garbage during shift.

### Additional Responsibilities Include but are not limited to:

- Laundry Attendant
- Bar Attendant
- Breakfast Attendant
- Housekeeping

Manager Signature: \_\_\_\_\_

Trainee Signature: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

## Orientation Checklist

Review/Complete Employee Handbook and Personnel Paperwork

Review Company Policies

- Break Policy
- Guest and Staff Relation Policy
- Call In Policy
- Scheduling Policy
- Disciplinary Policy
- Key Handling Policy
- Accident Reporting Policy
- Payroll Policy

Property Tour

- Staff Entrance
- Room Tours
- Employee Introductions
- Location of:
  - First Aid
  - Fire Escape/Plan
  - Elevator (if applicable)Material Safety Data Sheets
  - Sharps Container
  - Blood Borne Pathogens Kit
  - Trash Receptacles
  - Designated Smoking Areas
  - Supply Rooms
  - Bathroom/s
  - Office Supplies

Discuss Proper Uniform/Name-tag Requirements

Review Schedule

Start Hands on Training

Never give out a guest's information to anyone other than the guest themselves.

Never speak the guest's room number out loud or request the room number from a guest.

You must give guests confirmation number when reserving, and their cancellation number when canceling.

Manager Initials:

Trainee Initials:

Employee Initials:

## Phone Etiquette

Our goal is to answer each call by the 3rd ring!

ALWAYS answer the phone with a smile!

Greeting:

“Thank you for calling the (HOTEL NAME) in (CITY)! This is (FIRST NAME). How can we help you today!”

Transferring a call:

“The name of the guest?”

“One moment while I transfer you.”

A caller that does not have the guest name and only the room number WILL NOT BE TRANSFERRED. If a caller simply gives the room number, you are required to get the guest’s name.

Placing a call on and off hold:

“May I place you on hold for a moment?” “Thank you.”

“Thank you so much for holding.”

Reservations: Questions

“What day will you be arriving at our hotel?”

“How many nights will you be staying with us?”

“How many adults and children will be in the room?”

“How many beds are you looking for in your room/s?”

“Are you a (REWARDS SYSTEM) Member?”

“What brings you to (CITY)?”

While checking the rooms available, always give value before price. List the amenities of the hotel and rooms before you give the price!

Value Before Rate

“Our hotel offers a complimentary, full hot breakfast buffet, 24 Hour Hot Coffee in the Lobby, Free WiFi, comfy beds, and a Microwave and Refrigerator in each room!”

All reservations must be guaranteed with a credit card.

Confirmation

“Thank you so much for choosing us! We have you arriving on (DATE) for (NUMBER OF NIGHTS) in our (ROOM TYPE). Your confirmation number is (#####). What email address can I add to send you a confirmation?”

“We look forward to your visit and I hope you have a great rest of your day!”

Manager Initials:

Trainee Initials:

Employee Initials:

# TRAINING

\_\_\_\_\_  
Trainee Name

\_\_\_\_\_  
Trainer Name

Tasks	Date Completed
<b>Employee Orientation</b>	
Complete all New Hire Paperwork	
Property Tour	
Safety Training	
Learn Equipment ( laundry, chemicals, oven/kitchen equipment)	
<b>PMS System Training</b>	
Phone Etiquette	
Logging In and Out	
Checking Availability/Rates	
Making a Reservation	
Emailing a Confirmation	
Duplicating a Reservation	
Checking in a Guest	
Adjusting a Folio	
Voiding a Transaction	
Emailing a Receipt	
Performing a Bucket Check	

Manager Initials:

Trainee Initials:

Employee Initials:

# TRAINING

\_\_\_\_\_  
Trainee Name

\_\_\_\_\_  
Trainer Name

Tasks	Date Completed
Walk-In Guest	
Perform and End a Shift	
Print Emergency Reports	
Charging Folio	
Charging a Guest/Routing	
Moving a Room	
Overriding Rate	
Splitting a Stay	
Wait-listing a Potential Guest	
Refunding a Credit Card	
Reinstating a Checked Out Guest	
Printing Housekeeping Reports	
Marking a Room Dirty and Clean	
Adjusting a Folio	
Voiding a Transaction	
Emailing a Receipt	
Performing a Bucket Check	
Printing/Setting Up Registration Cards	
Attaching a Company Profile	
Available Payment Type Review	
Finding the Total Stay Amount for Guest	
Adding Rooms to a Group Block at time of Reservation	

Manager Initials:

Trainee Initials:

Employee Initials:

# TRAINING

\_\_\_\_\_  
Trainee Name

\_\_\_\_\_  
Trainer Name

Tasks	Date Completed
Adding Rooms to a Group Block after Reservation is already made	
Tax Exempt Reservation Process	
<b>Policies</b>	
Cancellation Policy	
Guarantee Policy	
No-Show Policy	
Pet Policy	
Age to Rent a Room Policy	
Smoking Policy	
<b>Misc.</b>	
Rewards Program Review/Understanding	
Complaint Resolution	
Breakfast Training	
Bar Training	
Point of Sale Training	

Notes:

Manager Initials:

Trainee Initials:

Employee Initials: