

# Front Desk Agent

usa.arilson@gmail.com

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Web :



## Job Summary

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Vacancy :

Deadline : Jan 01, 1970

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Employment Status :

Experience :

Salary :

Gender :

Career Level :

Qualification :

## Job Description

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Front Desk Agent Job Description: As a Front Desk Agent, we look to you to ensure our guests have a great experience from check-in through check-out by making them feel welcome and at home in a comfortable, yet professional atmosphere. You will liaison between the many departments throughout the hotel and in doing so, being the face of the hotel as well, you will ensure a great stay for every guest who walks through the front doors. Summary: The core job duties & responsibilities of a Front Desk Agent include but are not limited to: Greet and welcome guests upon arrival. Thank guests and ask them to return upon departure. Ensure smooth check-in and check-out of all guests through proper handling of guest accounts. Handle any guest requests/problems and satisfy their needs within acceptable guidelines. Be able to perform other duties including AYS, business center and guest relations/concierge. Create and maintain a positive and productive atmosphere at the desk; have good working relationships with managers and associates in other departments. Act empowered to provide outstanding customer service. Ensure work area is clean, neat and well organized. Work with other departments and facilitate professional communication over the radio. Follow all cash/credit handling and banking procedures to check in and out all customers correctly. Check hotel availability and know sales strategy each day through communications with front desk supervisor. Know hotel room types, available inventory, amenities/services available, and outlet hours of operation. Report to work on time with proper uniform, including name tag. Personal appearance must comply with hotel standard. Attend department meetings and implement all information into your daily work. Have good knowledge of the surrounding area including restaurants, theaters, churches, shopping, etc. and be able to give directions and recommendations to guests both over the phone and in person. Know how to correctly handle all guest packages, faxes and luggage. Know safety deposit box procedures. Follow all procedures for reviewing paperwork at the end of shift and making a properly documented and correct bank drop. Assist other departments and guests as requested Follow all hotel and department safety rules as instructed by manager. Report any safety hazard immediately Report any on the job injury to your manager regardless of how minor you think the injury might be Other duties as assigned which may include performing duties other than those listed in this position description in the Front Office department or other department in the hotel The Required Skill Set for a Front Desk Agent include but are not limited to: Must be able to speak, read, write and understand English Must have good communication skills, both verbal and written. Must possess basic computer skills. Ability to complete assigned tasks without close supervision. Must be able to stand and exert well-paced mobility for up to 8 hours. Must be able to lift up to 15 lbs. occasionally. Smile and greet the guests as you encounter them throughout your shift. Must be able to clock in and out for shifts and breaks responsibly. Must have a uniform that is clean and properly worn with your name tag. All visible tattoos and piercings must comply with standards outlined in Associate Handbook. The Desired Qualifications of a Front Desk Agent position include: Able to speak, read and/or write in language(s) other than English Have strong problem-solving skills Working knowledge of hotel's front desk OPERA system Previous experience working at another hotel's front desk Must be able to work a flexible schedule including nights, weekends, and all holidays Must be willing to go above and beyond the basic job requirements to better help the guests, fellow employees, and company as a whole. Job Type: Full-time Pay: Up to \$17.00 per hour Benefits: 401(k) Dental insurance Health insurance Life insurance Paid time off Vision insurance Schedule: 8 hour shift Day shift Holidays Monday to Friday Night shift Weekends as needed Application Question(s): Customer Service Experience Education: High school or equivalent (Preferred) Work Location: In person

## Education & Experience

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## Must Have

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**Educational Requirements**

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**Compensation & Other Benefits**

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