

# Front Desk Agent



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Phone :

Web :

## Job Summary

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Vacancy :

Deadline : Jan 01, 1970

Published : Dec 24, 2024

Employment Status :

Experience :

Salary :

Gender :

Career Level :

Qualification :

## Job Description

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Position Summary: The Hotel Front Desk Agent is responsible for delivering outstanding guest service by greeting and checking in guests, handling reservations, and addressing any guest inquiries or concerns. This role requires a professional demeanor, excellent communication skills, and a proactive approach to problem-solving. Key Responsibilities: Guest Check-In/Check-Out: Efficiently and accurately check guests in and out of the hotel, ensuring a smooth and welcoming process. Reservations Management: Handle room bookings, modifications, and cancellations through various channels, including phone, email, and online systems. Take phone calls for reservations and confirmations. Guest Services: Provide information about hotel amenities, local attractions, and services; assist with special requests and resolve any issues or complaints. Administrative Duties: Process payments, manage cash and credit transactions, and maintain accurate records of guest interactions and transactions. Communication: Collaborate with other hotel departments, such as housekeeping and maintenance, to ensure guest needs are met promptly and effectively. Safety and Security: Monitor the security of the hotel premises, including the proper use of key systems and adherence to safety protocols. Qualifications: High school diploma or equivalent; additional education or relevant certification preferred. Previous experience in a customer service or hospitality role is a plus. Strong interpersonal and communication skills, with the ability to interact positively with guests and colleagues. Proficiency in using hotel management software and basic office equipment. Ability to handle multiple tasks simultaneously and work efficiently in a fast-paced environment. Flexible schedule, including availability to work nights, weekends, and holidays as needed. Job Types: Full-time, Part-time Expected hours: 32 – 40 per week Benefits: Employee discount Schedule: 8 hour shift Evening shift Morning shift Night shift Experience: Hotel experience: 1 year (Required) Shift availability: Day Shift (Preferred) Night Shift (Preferred) Overnight Shift (Preferred) Ability to Commute: Midway, FL 32343 (Required) Ability to Relocate: Midway, FL 32343: Relocate before starting work (Required) 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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