

Front Desk Agent (Hotel – Full-Time)



usa.arilson@gmail.com

Phone :

Web :

Job Summary

Vacancy :

Deadline : Jan 01, 1970

Published : Dec 24, 2024

Employment Status :

Experience :

Salary :

Gender :

Career Level :

Qualification :

Job Description

(Full Time - Flexible Schedule) SUMMARY: Accommodates guests of the hotel by performing the following duties. Essential duties and responsibilities of this position include the following (other duties may be assigned): Must be able to work flexible schedule. ESSENTIAL DUTIES & RESPONSIBILITIES: · Greets, registers, and assigns rooms to guests following established check-in/check-out procedures. · Completes AM and/or PM checklists as assigned by Front Office Manager or MOD. · Issues room keys and follows room key procedures. · Transmits and receives telephone messages, serves as hotel operator relief. Answers PBX Telephones · Answers inquiries pertaining to hotel services; registration of guests, shopping, dining, entertainment, and travel directions. · Keeps records of room availability and guests accounts · Computes bills, collects payment, and makes change for guests. · Makes and confirms reservations. · Posts charges such as room, food, liquor, or telephone to ledger. · Makes restaurant, transportation, or entertainment reservations and arranges for tours. · Deposits guests valuables in hotel safe or safe deposit box, according to procedures. · Maintains knowledge of various room types and rates. · Utilizes the front office computer system. · Informs and follows property emergency procedures. · Other related duties. SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY: 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. · Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact, and diplomacy to defuse anger, collect accurate information to resolve conflicts. · Basic mathematical skills and considerable skill in the use and operation of a calculator to prepare moderately complex mathematical calculations without error. · Ability to listen effectively and comprehend the English language to understand and obtain instructions and information. · Ability to see and hear in order to observe and detect signs of emergency situations. WORK EXPERIENCE & EDUCATION REQUIREMENTS: · High School Diploma or GED. · Six months to one year front desk or two years customer service experience; or an equivalent combination of education and experience preferred. · Must be able to communicate clearly with guests, customers, supervisor and fellow employees. · Must be able to calculate figures and amounts and apply basic addition, subtraction and multiplication. OTHER: Assimilate into the Hilton Family Blue Energy culture through understanding, supporting and participating in all elements of Blue Energy. Demonstrate working knowledge of the service standards. Regular attendance in conformance with the standards, which may be established by Hilton from time to time is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment. Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel. Grooming: All employees must maintain a neat, clean, and well-groomed appearance (specific standards available as per company's handbook). Hilton Miami Downtown offers a great platform to begin or enhance your hospitality career. Discover the opportunities and advantages that our Miami hotel has to offer within the workplace. We are always looking for passionate people who will embrace our promise to ensure that every guest feels cared for, valued and respected. Our commitment to diversity, teamwork, and integrity are indicative of our service to our guests. We provide generous benefits to our employees that help with the work/life balance and we offer a rewarding career experience. BENEFITS Medical, dental, and vision insurance Short & Long Term Disability / Basic Term Life Insurance / AD&D Insurance Voluntary Short Term Disability / Voluntary Life Insurance 401 K Retirement Plan with matching company contribution Paid Time Off (PTO) Employee Assistance Program Discounted meals per shift Complimentary parking Discounted rates at Hilton Hotels Direct Deposit Uniforms (if applicable) Discounted tickets through www.ticketsatwork.com EOE/AA/Disabled/Veterans/DFW Job Type: Full-time Job Type: Full-time Pay: From \$17.00 per hour Benefits: 401(k) 401(k) matching Dental insurance Employee assistance program Employee discount Flexible spending account Health insurance Life insurance Paid time off Referral program Vision insurance Schedule: 8 hour shift Day shift Holidays Monday to Friday Night shift On call Overtime Weekends as needed Education: High school or equivalent (Preferred) Experience: Hotel experience: 1 year (Preferred) Front Desk: 1 year (Preferred) Shift availability: Day Shift (Required) Night Shift (Required) Overnight Shift (Preferred) Work Location: In person

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
