

# Front Desk Agent



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Phone :

Web :

## Job Summary

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Vacancy :

Deadline : Jan 23, 2025

Published : Dec 23, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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### Full job description

LaQuinta Orlando Convention Center 8504 Universal Blvd Benefits include: Great starting rate and flexible scheduling Up to 15 PTO Days (Paid Time Off) in the first year Part-time positions Hotel Discounts

Employee Appreciation **Introduction:** We are seeking a friendly and organized Front Desk Clerk to join our team and provide excellent customer service to guests at our hotel. The Front Desk Clerk will be responsible for handling guest check-ins and check-outs, answering and routing calls, and handling a variety of administrative tasks. The successful candidate will have strong communication and customer service skills and be able to work efficiently in a fast-paced environment. **Responsibilities:**

- Handle guest check-ins and check-outs, including verifying reservation details and collecting payment
- Answer and route calls, including taking messages and transferring calls as needed
- Handle a variety of administrative tasks, such as scheduling tours and activities, managing mail and packages, and maintaining accurate records
- Ensure that the front desk area is clean and organized at all times
- Provide excellent customer service to guests, including assisting with questions and needs and handling complaints and concerns
- Other duties as assigned

**Qualifications:**

- Minimum of 1 year of experience as a front desk clerk or in a customer service role
- Strong communication and customer service skills
- Ability to multitask and handle a high-volume workload
- Proficiency with computer systems and software, such as Microsoft Office and property management systems
- Fluency in English is required; additional language skills are a plus

**Perks:**

- Competitive salary
- Paid time off
- Medical, dental, and vision insurance; Full-Time
- Professional development opportunities
- Positive and supportive work environment

**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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