

# Front Desk Clerk – The Ben, Autograph Collection Hotel



usa.arilson@gmail.com

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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\*The Day-to-Day Welcome and/or acknowledge each guest with a warm smile, maintained eye-contact, and friendly appropriate greeting; Check-in/out guests daily with the strictest adherence to PCI/PII compliance, in a professional, positive, and timely manner; Suggestively recommend and upsell opportunities during interactions with guests; Ensure each guest is introduced to Marriott Bonvoy loyalty program and account number are on-file (for current members); Communicate changes that affect other departments immediately (i.e. Sales, Food & Beverage, Housekeeping, Engineering); Supply guests--and residents--with accurate information about the property, its amenities, hours of operation, and of local area attractions; Maintain an organized, well-stocked work-station--always ensuring that the incoming shift is set-up for success. Supervisory Responsibilities: n/a Needed to be successful in this position: Active listening skills: The ability to be fully present in the experience, fully concentrated, and prepared to respond having remembered all that was shared by the guest; An uncanny attention to details: No guest detail should be overlooked or taken for granted; The ultimate team-player! REQUIREMENTS: 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 abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. EXPERIENCE: prior experience preferred. LANGUAGE skills: Ability to read, write, and verbally communicate effectively and professionally with other business departments, guests, and vendors. Ability to diplomatically deal with difficult situations and people, while exhibiting a consistent level of professionalism. Physical DEMANDS: While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, or telephone. The employee must regularly lift and/or move up to 10-25 pounds and frequently lift and/or move up to 50 pounds. Our Benefits (applies to Full-time Associates ONLY) At each turn, Concord prides itself on five cornerstones: Quality, Integrity, Community, Profitability and #Fun. The associates of Concord believe in a strong culture with focus on Health and Wellness, Sustainability, and Work/Life Balance: Competitive Pay; Great Benefits including various levels of Medical plans, prescription discounts plus vision/dental; Group Life Insurance equal to your annual salary; 401(k) Retirement Program with company contribution – FREE MONEY! Discounted hotel room night program (Concord, & Marriott); Verizon Wireless discount – save up to 18% off your billing a month with our partnership with Verizon. Concord Hospitality earned the recognition of Great Place to Work® as well as recent acknowledgement of Great Places to Work for millennials, and for women! Proud to be an EEO employer M/F/D/V and maintain a drug-free work environment. \*Management reserves the right to change, modify, and/or alter any of the duties listed above to meet business demands Job Type: Full-time Pay: \$19.00 per hour Expected hours: 30 – 40 per week Benefits: 401(k) 401(k) matching Dental insurance Employee assistance program Employee discount Flexible spending account Health insurance Health savings account Life insurance Paid time off Parental leave Referral program Relocation assistance Retirement plan Tuition reimbursement Vision insurance Schedule: 8 hour shift Day shift Evening shift Holidays Monday to Friday Morning shift Night shift Application Question(s): What is your salary expectation? Experience: Hotel experience: 1 year (Preferred) Work Location: In person

## Education & Experience

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## Must Have

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## Educational Requirements

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