

Hotel Front Desk Agent

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

Welcome to Palm House, where modern luxury meets timeless elegance in the heart of Palm Beach. Located on the prestigious Royal Palm Way, just a short stroll from the pristine beaches, iconic Worth Avenue, and the Royal, Palm House is set to become a new symbol of refined hospitality on this storied island. Our 79-room property is not just a hotel; it's a destination—a place where the charm of Palm Beach's rich history blends seamlessly with a fresh, contemporary vision of luxury living. At Palm House, we are dedicated to crafting bespoke experiences that reflect the unique desires of each guest. From the moment guests step into our vibrant Palm Bar, adorned with exquisite Murano glass chandeliers, to relaxing by our serene Sunset Pool Deck or unwinding in our expansive, elegantly designed suites, every detail is thoughtfully curated to create an atmosphere of relaxed exclusivity and personalized service. Our mission is to honor the enduring allure of Palm Beach while establishing new traditions for the next generation of discerning travelers.

Job Summary: The Guest Service Agent serves as the first point of contact for guests, delivering exceptional service and ensuring a seamless experience from arrival to departure. This role requires a polished, professional demeanor and the ability to anticipate guest needs in a luxury hotel environment.

Key Responsibilities:

- Guest Relations:** Welcome and greet guests with a warm and friendly demeanor. Provide personalized service, addressing guests by name and anticipating their needs.
- Check-In/Check-Out Procedures:** Efficiently handle the check-in and check-out process, ensuring accuracy in reservations and billing. Assist guests with room assignments, special requests, and luggage services.
- Information and Recommendations:** Inform guests about hotel amenities, services, and local attractions, providing tailored recommendations.
- Handle inquiries and resolve guest complaints with professionalism and empathy.**
- Communication and Collaboration:** Coordinate with housekeeping, concierge, and other departments to ensure guest requests are met promptly. Maintain clear and effective communication with team members and management.
- Administrative Duties:** Process reservations and cancellations accurately using hotel management software. Maintain guest records and ensure confidentiality of personal information.
- Service Excellence:** Uphold the hotel's luxury standards by delivering high-quality service at all times. Participate in ongoing training and development to enhance service skills.

PBX Operation Exceptional Communication Skills: You must be able to convey information clearly and professionally, often interacting with guests, management, and various departments. This includes active listening and adapting communication styles to different situations to enhance the guest experience.

Technical Proficiency: You must have a solid understanding of PBX systems and telecommunications technology is crucial. This includes troubleshooting issues, managing call routing, and familiarity with hotel management software, ensuring efficient operation and high-quality service delivery.

Qualifications: High school diploma or equivalent; a degree in Hospitality Management is a plus. 1+ years of experience in a guest service role, preferably in a luxury hotel setting. Excellent communication and interpersonal skills. Proficiency in hotel management software and Microsoft Office Suite. Ability to work flexible hours, including evenings, weekends, and holidays.

Working Conditions: Fast-paced environment with frequent guest interactions. Ability to stand for extended periods and manage multiple tasks simultaneously.

Grooming All employees must maintain a neat, clean, and well-groomed appearance (Specific standards are available).

Other This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g. emergencies, changes in personnel, workload, seasonality, rush jobs or technological.)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
