

Hotel Front Desk Agent

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Phone :

Web :



Job Summary

Vacancy :

Deadline : Jan 01, 1970

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Employment Status :

Experience :

Salary :

Gender :

Career Level :

Qualification :

Job Description

Highgate Hotels Highgate is a leading real estate investment and hospitality management company widely recognized as an innovator in the industry. Highgate is the dominant player in major U.S. gateway cities including New York, Boston, Miami, San Francisco and Honolulu, with a growing Caribbean and Latin America footprint. The hospitality forward company provides expert guidance through all stages of the property cycle, from planning and development through recapitalization or disposition. Highgate has a proven record of developing its diverse portfolio of bespoke lifestyle hotel brands, legacy brands, and independent hotels and resorts with contemporary programming and digital acumen. The company utilizes industry-leading revenue management tools that efficiently identify and predict evolving market dynamics to drive outperformance and maximize asset value. With an executive team consisting of some of the most experienced hotel management leaders, the company is a trusted partner for top ownership groups and major hotel brands. Highgate maintains corporate offices in New York, Chicago, Dallas, London, Miami, and Seattle. www.highgate.com.

Overview The Front Office Agent is responsible for providing attentive, courteous and efficient service to all guests during check-in, throughout their stay, and at checkout, while maximizing room revenue and occupancy.

Responsibilities Answer inquiries from guests regarding restaurants, transportation, entertainment, etc. Follow all cash handling and credit policies. Be aware of all rates, packages and special promotions as listed in the Red Book. Be familiar with all in-house groups. Be aware of closed out and restricted dates. Obtain all necessary information when taking room reservations and follow the rate-quoting scenario. Be familiar with hospitality terminology. Have knowledge of emergency procedures and assist as needed. Handle check-ins and checkouts in a friendly, efficient and courteous manner. Use proper two-way radio etiquette at all times when communicating with other employees. Fully comprehend and be able to operate all relevant aspects of the Front Desk computer system. Be able to perform and complete all tasks and duties on the shift checklist in a timely and efficient manner. Be able to complete a bucket check, room rate verification report, and housekeeping report. Balance and prepare individual paperwork for closing of shift according to hotel standards. Maintain and market promotions and guest programs. Maintain a clean work area. Assist guests with safe deposit boxes.

Qualifications College course work in related field helpful. Experience in a hotel or a related field preferred. High School diploma or equivalent required. Computer experience required. Customer Services experience preferred. Maintain a warm and friendly demeanor at all times. Must be able to effectively communicate both verbally and written, with all level of employees and guests in an attentive, friendly, courteous and service oriented manner. Must be effective at listening to, understanding, and clarifying concerns raised by employees and guests. Must be able to multitask and prioritize departmental functions to meet deadlines. Approach all encounters with guests and employees in an attentive, friendly, courteous and service-oriented manner. Maintain regular attendance in compliance with Highgate Hotel Standards, as required by scheduling, which will vary according to the needs of the hotel. Maintain high standards of personal appearance and grooming, which includes wearing the proper uniform and nametag. Comply with Highgate Hotel Standards and regulations to encourage safe and efficient hotel operations. Maximize efforts towards productivity, identify problem areas and assist in implementing solutions. Must be effective in handling problems, including anticipating, preventing, identifying and solving problems as necessary. Must be able to understand and apply complex information, data, etc. from various sources to meet appropriate objectives. Must be able to cross-train in other hotel related areas. Must be able to maintain confidentiality of information. Must be able to show initiative, including anticipating guest or operational needs. Perform other duties as requested by management.

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Highgate Hotels, L.P. is an Equal Opportunity Employer and maintains the policy of recruiting and retaining the best-qualified personnel who demonstrate the ability to perform competently and work well with others. It is the policy of Highgate Hotels to provide equal employment opportunity regardless of race (including traits historically or culturally associated with race, such as hair texture and protective hairstyles), religion (including religious dress and religious grooming), color, age (40 and over), genetic information, disability (mental and physical), medical condition (as defined under state law), national origin (including language use restrictions and possession of a driver's license issued under section 12801.9 of the California Vehicle Code), ancestry, sex (including gender, gender identity, gender expression), sexual orientation, marital status, familial status, parental status, domestic partner status, citizenship status, pregnancy (including perceived pregnancy, childbirth, lactation, or pregnancy-related conditions), military caregiver status, military status, veteran status, or any other status protected by federal, state, or local law. This policy of nondiscrimination is applied to all aspects of the employment relationship. The Company complies with the Americans with Disabilities Act (ADA) and applicable state and local laws in ensuring equal opportunity and employment for qualified persons with disabilities. We also consider qualified applicants with criminal histories, consistent with legal requirements.

Job Type: Full-time **Pay:** From \$15.50 per hour **Benefits:** 401(k) Dental insurance Health insurance Paid time off Vision insurance **Schedule:** 8 hour shift **Experience:** Hotel experience: 1 year (Required) **Work Location:** In person

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
