



Hotel Front Desk Agent – Job Description

Title

Hotel Front Desk Clerk

Reports To

Front Office Manager

Summary

The Hotel Front Desk Agent will be responsible for greeting and registering guests, providing outstanding guest service during their stay, and settling the guest's account upon completion of their stay. Other duties will include registering guests, making and modifying reservations, acting as hotel operator, and performing concierge duties. The Hotel Front Desk Agent must possess a positive and upbeat personality with a desire to deliver outstanding guest service to our guests. The Hotel Front Desk Agent must have the ability to multi-task, be detail-oriented, and be able to problem solve in order to effectively deal with internal and external Guests. This position will require you to work weekends, evening, days, statutory holidays and occasional night shifts.

Core Competencies

- Customer Focus
- Communication
- Energy & Stress
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability

Job Duties

- Greet guests with a smile and answer their questions as required.
- Responsible for checking guests in and out of the Hotel.
- Issues room keys, information about the resort and restaurant and our facilities
- Works in conjunction with the bell staff to assist guests to their rooms.
- Answers various questions from guests.
- Arranges transportation for guests.
- Computes bills, collects payment and makes change for guests.
- Makes coffee in the morning for guests.
- Runs various reports on the computer for management.
- Other duties as assigned.
- Count and verify cash, shift activity, keys etc
- Complete shift audits as required.
- Check all unresolved departures.
- Review service requests for arrivals.
- Ensure front desk is stocked with any items guests may require before housekeeping leaves for the day.



- Complete in-house bucket check.
- Complete welcome calls.
- Clean and tidy front desk area.
- Respond to telephone, e-mail, and in-person inquiries from clients, business partners, and other parties.
- Refer all inquiries to the appropriate individuals, divisions, or departments across the organization.
- Take and record telephone, e-mail, or written message for staff members.
- As a front-line worker, present a positive and professional image of the organization to all visitors, suppliers, inquiries, and other interactions.
- Provide information to staff and/or clients about special activities.
- Observe and report any security issues to the Resort management.
- Administer and manage inbound/outbound mail, including priority post, packages, courier services, and other correspondence.
- Performs other duties as required

Requirements

- High School Diploma, G.E.D. or equivalent
- Completion of a two-year apprenticeship program, or a college program in front desk operations or hotel management preferred, or equivalent experience is an asset
- Guest service trade certification is preferred
- (two) years of experience as a Hotel Front Desk Agent
- Experience in all aspects of customer service and people management
- Demonstrated ability to lead and direct a team
- Strong working knowledge of hospitality industry principles, methods, practices, and techniques
- Strong working knowledge of accounting practices and principles
- Ability to analyze and interpret the needs of guests and offer the appropriate options, solutions, and resolutions required
- Exceptional conflict resolution, negotiation, and objection handling skills
- Able to respond quickly in a dynamic and changing environment
- Able to build and maintain lasting relationships with corporate departments, key business partners, and customers
- Able to effectively communicate both verbally and in writing
- High level of proficiency with Hotel software, Microsoft office, email and web-based programs
- Must possess sound knowledge of safety, emergency evacuation

Work Conditions

- Overtime as required
- Work evenings, weekends, statutory holidays, and occasional over night shifts
- Fast paced environment with competitive compensation
- Best Western Tin Wis Resort requires a motivated, energetic and career-minded Front Desk Agent to work directly with our guests to ensure a memorable experience. The Front Desk Agents main job is to know and understand the property and be able to answer any questions guest may have. The main responsibilities are guests' services that include checking guests in and out of the resort, balancing their accounts and ensuring all



transactions are completed efficiently and accurately. As Front Desk Agent you will be responsible for quoting and selling resort rates and packages including food and beverage.

- Best Western Tin Wis Resort offers competitive compensation packages, an incredible work environment, and career advancement opportunities.