



Hotel Front Desk Agent – Job Description

Title

Hotel Front Desk Clerk

Reports To

Front Office Manager

Summary

Greeting and registering guests, delivering exceptional guest care throughout their stay, and settling the guest's account at the end of their stay are the responsibilities of the hotel front desk agent at Best Western Tin Wis. Additional responsibilities will include checking people in and out, managing reservations, operating the hotel, and handling concierge tasks. The hotel front desk agent should have a cheerful disposition and a strong desire to provide our customers with exceptional service. To properly handle both internal and exterior guests, a hotel front desk agent needs to be detail-oriented, multitasking, and problem-solving capable. Weekend, evening, day, and perhaps night shifts will be needed for this role.

Core Competencies

- Customer Focus
- Communication
- Energy & Stress
- Teamwork
- 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.
- Balancing each shift worked
- Issues room keys, information about the resort and restaurant and our facilities
- Answers various questions from guests.
- Computes folios, collects payment and makes change for guests.
- Cleans, and presents coffee station area.
- 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 the 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 guests 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
- Able to respond quickly in a dynamic and changing environment.
- 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.
- Fast paced environment with competitive compensation
- The Best Western Tin Wis Resort is in need of a driven, enthusiastic, and career-focused Front Desk Agent to interact closely with our guests to ensure an outstanding experience. The primary responsibility of the front desk agent is to be knowledgeable about the property and ready to respond to any inquiries from visitors. The primary duties involve providing guest services, which include checking visitors in and out of the resort, keeping track of their accounts, and making sure all transactions are carried out correctly and quickly. Quoting and selling resort rates and packages, including food and drink, will be your duty as a front desk agent.
- Best Western Tin Wis Resort offers competitive compensation packages, an incredible work environment, and career advancement opportunities.
- Rate of pay \$21.00 per hour.
- Extended health and dental benefits (Shared cost) after 90 days of consecutive employment.

Qualified applicants should contact Best Western Tin Wis Resort at: careers@tinwis.ca or apply in person.