Position: Front Desk Agent

Property: Independence Hotel

Employee Name:

Reports To: Rooms Division Manager

Effective date:

Work hours:

Position Summary:

The Front Desk Agent interacts directly with guests, handling guest check-ins and check-outs, making room reservations and tending to guest inquiries, efficiently and in a friendly and professional manner. Front Desk Agents relay necessary information to the appropriate departments and individuals. They are knowledgeable about the hotel and surrounding area and are able to respond to guest questions regarding the hotel. The Front Desk Agent is familiar with the hotel floorplan, property and in-room amenities and has an understanding of all the hotel’s departments. This position requires the ability to work under pressure and to form good working relationships with team members at the front desk and in other departments.

Essential Functions:

* Welcome every guest or visitor that comes through the door!
* Conduct check-ins and checkouts, make, adjust and cancel reservations
* Tend to inquiries, complaints and requests
* Show genuine hospitality to guests and provide excellent service throughout their stay
* Practice effective communication with fellow Front Desk staff and all staff of any department
* Administer and perform thorough audit of daily cash and charges sales and other related hotel transactions
* Utilizes selling techniques and strategies to maximize room revenues
* Maintains a clean and orderly work area
* Completes a shift checklist with required daily duties
* Conducts personal behavior in a mature, professional, business manner when representing The Hotel and complies with all policies and procedures set forth in the Employee Handbook and adopted Standard Operating Procedures and official Memos

Secondary Functions: Performs all other duties as assigned

Qualifications:

Ability to perform mathematics, write, read and file alphabetically and numerically \* Ability to stand for an eight hour shift \* Ability to maintain a professional appearance at all times \* Ability to communicate effectively \* Ability to read and follow both verbal and written instructions \* Ability to work as part of a team \* Ability to work with a minimum of supervision \* Ability to work well under pressure

Education: High school diploma or GED required.

Physical Requirements: Ability to lift, push and pull up to 75 pounds on an occasional basis.

Employee Signature: Date:

Manager Signature: Date: