

# Front Desk Agent

## Department

Front Office

## Reports to

Front Desk Supervisor

## Job Summary

Represents the hotel to the guest throughout all stages of the guest's stay. Determines a guest's reservation status and identifies how long the guest will stay. Helps guests complete registration cards and then assigns rooms accommodating special requests whenever possible. Verifies the guest's method of payment and follows established credit-checking procedures. Places guest and room information in the appropriate front desk racks, and communicates this information to the appropriate hotel personnel. Works closely with the housekeeping department in keeping room status reports up to date and coordinates requests for maintenance and repair work. Maintains guest room key storage, and maintains and supervises access to safe deposit boxes. Must be sales-minded. Presents options and alternatives to guests and offers assistance in making choices. Knows the location and types of available rooms as well as the activities and services of the property.

## Duties and Responsibilities:

### General

1. Assists all guests visiting the hotel whether they be staying at the hotel, attending an event, visiting a restaurant, etc.
2. Registers guests and assigns rooms. Accommodates special requests whenever possible.
3. Assists in pre-registration and blocking of rooms for reservations
4. Registers guests and assigns rooms. Accommodates special requests whenever possible.
5. Assists in pre-registration and blocking of rooms for reservations.
6. Thoroughly understands and adheres to proper credit, check-cashing, and cash-handling policies and procedures
7. Understands room status and room status tracking.
8. Knows room locations, types of rooms available, and room rates.
9. Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
10. Coordinates room status updates with the housekeeping department by notifying housekeeping of all check-outs, late check-outs, early check-ins, special requests,

and part-day rooms.

11. Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
12. Creates room keys and distributes to guests after checking ID.
13. Knows how to use front office equipment.
14. Processes guest check-outs.
15. Posts and files all charges to guest, master, and city ledger accounts.
16. Follows procedures for issuing and closing safe deposit boxes.
17. Uses proper telephone etiquette.
18. Uses proper mail, package, and message handling procedures.
19. Reads and initials the pass-on log and bulletin board daily. Is aware of daily activities and meetings taking place in the hotel.
20. Attends department meetings.
18. Coordinates guestroom maintenance work with the engineering and maintenance division.
19. Reports any unusual occurrences or request to the manager or assistant manager
20. Knows all safety and emergency procedures. Is aware of accident prevention policies.
21. Maintains the cleanliness and neatness of the front desk area.
22. Understands that business demands sometimes make it necessary to move employees from their accustomed shift to other shifts.
23. Tidies lobby, entrances, elevators, and restrooms. Alerts housekeeping if an area needs more than tidying.
24. Monitors video surveillance for possible security breaches.
25. Monitors emergency systems.
26. Hotel receptionist, transfers calls, takes messages.
27. Answers inquiries, offers suggestions, and provides descriptive literature pertaining to trips, excursions, sports events, concerts, and plays.
28. Discusses routes, time schedules, rates, and types of accommodations with patrons to determine preferences and makes reservations.
22. Provides information concerning services, such as laundry, fitness center, breakfast, etc.
23. Wears the proper uniform at all times.
24. Upholds the hotel's commitment to hospitality.
25. Any additional duties assigned by manager.
26. Must have complete knowledge of policies and procedures to be followed in

emergency situations.

## **Responsible For:**

The appearance of the front desk and lobby area, accuracy of guest reservations, the gift shop, the front desk till, and vouchers for additional amenities.

## **Physical Demands**

1. Must be able to stand more than 2/3 of the time.
2. Must be able to walk 1/3 of the time.
3. Must be able to sit 1/3 of the time.
4. Must be able use hands to finger, handle, or feel 1/3 to 2/3 of the time.
5. Must be able to reach with hands and arms.
6. Must be able to climb or balance.
7. Must be able to stoop, kneel, crouch, or crawl.
8. Must be able to talk, hear, and see.
9. Must be able to lift 50 pounds.

## **Requirements**

High school graduate or equivalent.

Must be able to speak, read, write, and understand the English.