

Job Description/Specification

Front Desk Attendant

The primary responsibility of the on-duty Front Desk agent is first class guest service, exceptional hospitality, and professional communication. Front Desk agents must be able to personify the highest level of hospitality while exceeding guests' needs and expectations.

Essential Functions

- Offer hospitality at every point of guests time at The Duke Mansion
- Efficiently complete all check-in/check-out procedures
- Take reservations on the phone, through email and all online booking systems
- Operate commuter software, point of sale transactions, and email communication
- Become familiar with The Duke Mansion facilities and organization set-up for touring purposes
- Able to coordinate/facilitate fire and safety procedures

Duties and Responsibilities

- Welcome and greet guests
- Anticipate guests and patrons' needs
- Operate Room Master, computer (Windows based), and credit card machine
- Check-in and check-out guests using proper protocols and balance guest accounts
- Maintain/monitor rooms availability and rate
- Make and confirm reservations via telephone, in person and online
- Answer questions regarding reservation, hotel service & amenities, shopping, dining and other related activities
- Walk/show/direct guests to elevator, rooms, meetings/event facilities
- Provide assistance with luggage, equipment, and other belongings
- Arrange for transportation needs and provide directions
- Collect and distribute messages, mails, faxes, and packages for guests
- All other duties/responsibilities as assigned
- Reports to the Operations Manager and General Manager

Education, Knowledge, Skills and other Requirements

- High School Graduate or higher
- Previous customer service, computer, and credit/cash handling experience
- Strong written, oral, organization, and computer skills
- Adaptable, flexible, able to multi-task, and handle stress in a work environment
- Able to exercise good judgment in making decisions and prioritize multiple tasks
- Must be of legal age and status to work in the USA