

Job Description – Hotel Front Desk

Job Title: Hotel Front Desk
Last Updated: January 14, 2020
Status & Salary: Non-Exempt, Hourly.

Responsibilities

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate
- Maintain updated records of bookings and payments

Knowledge, Skills & Abilities

- Exceptional interpersonal skills which positively benefit interaction with internal and external clientele.
- Ability to exercise good judgment and self-control.
- Good comprehension and communication skills, with the ability to listen to and understand information and ideas presented through verbal communication.
- Enthusiasm, good attitude, trustworthiness, personal integrity, and honesty.
- Must be detail oriented, able to plan, prioritize, and meet deadlines in a fast-paced environment.
- Demonstrated ability to operate safely in the workplace
- Ability to work autonomously and understand when a superior should be involved in decision making.
- Reliable, including good time-keeping skills on the job.
- Work experience as a Hotel Front Desk Agent, Receptionist or similar role
- Experience with hotel reservations software
- Understanding of how travel planning websites operate, like Booking and TripAdvisor

Qualifications

- High school diploma or educational equivalent.
- Access to reliable transportation.
- Able to understand and communicate well in English

- Ability to successfully pass a background check and other pre-employment screening (as applicable for your role)

EMPLOYEE ACKNOWLEDGMENT

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Signed