

JOB DESCRIPTION

DEPARTMENT: Front Desk

POSITION: Agent

JOB OVERVIEW:

Check-in/check-out hotel guests courteously and efficiently; process all payments according to established hotel requirements. Provide information and assistance to all guests and visitors.

REPORTS TO: Front Desk Supervisor/ Manager.

SUPERVISES:

WORK ENVIRONMENT:

Front Desk and Back Office Areas, Guest Rooms and all Public Areas.

Job involves working:

- under variable temperature conditions (or extreme heat or cold).
- under variable noise levels.
- outdoors/indoors.
- around fumes and/or odor hazards.
- around dust and/or mite hazards.
- around chemicals.

KEY RELATIONSHIPS:

Internal: Staff in Front Desk area, Bell/Door, Transportation, PBX Staff, Concierge, Reservations, Hotel Assistant Managers, Sales & Catering, Housekeeping, Restaurants, Accounting, Engineering, and Security.

External: Hotel guests/visitors, Tour company representatives, Limousine service personnel, other hotels.

QUALIFICATIONS

Essential:

1. High school graduate or equivalent vocational training certificate.
2. Compute basic arithmetic.
3. Fluency in English both verbally and non-verbally.
4. Provide legible communication and directions.
5. Ability to:
 - perform job functions with attention to detail, speed and accuracy.
 - prioritize and organize.
 - be a clear thinker, remaining calm and resolving problems using good judgement.
 - follow directions thoroughly.
 - understand guest's service needs.
 - work cohesively with co-workers as part of a team.
 - work with minimal supervision.
 - maintain confidentiality of guest information and pertinent hotel data.
6. Ability to input and access information in the property management system/computers/point of sales system.

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Desirable:

1. Some college or training in Hospitality Industry.
2. Previous experience as Front Desk Agent.
3. Previous cashiering experience.
4. Fluency in a foreign language, preferably _____.
5. Ability to suggestively sell.
6. Certification in CPR.
7. Previous guest relations training.

PHYSICAL ABILITIES

Essential:

1. Exert physical effort in transporting _____ (_____pounds) to _____.
2. Endure various physical movements throughout the work areas.
3. Reach _____ inches/feet.
4. Remain in stationary position for _____ minutes/hours throughout work shift.
5. Satisfactorily communicate with guests, management and co-workers to their understanding.

Desirable:

ESSENTIAL JOB FUNCTIONS

1. Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
2. Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
3. Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
4. Maintain positive guest relations at all times.
5. Resolve guest complaints, ensuring guest satisfaction.
6. Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
7. Maintain complete knowledge at all times of:
 - a) all hotel features/services, hours of operation.
 - b) all room types, numbers, layout, decor, appointments and location.
 - c) all room rates, special packages and promotions.
 - d) daily house count and expected arrivals/departures.
 - e) room availability status for any given day.
 - f) scheduled daily group activities.
8. Obtain assigned bank and ensure accuracy of contracted monies. Keep bank secure at all times.
9. Meet with Supervisor to review daily assignments and priorities.
10. Meet with departing Front Desk Agent to review business status and follow up items.
11. Access all functions of computer system.
12. Set up work station with necessary supplies.
13. Answer department telephone within _____ rings, using correct greeting and telephone etiquette.
14. Promote positive guest relations to all individuals approaching the Front Desk.
15. Process all guest check-ins.
16. Confirm reservation in system and review all noted information.
17. For guests without a reservation, sell a room type agreed upon.
18. Register guest in the computer and generate a registration card.
19. Verify registration card information with the guest.
20. Obtain back-up information for guest credit/payment method and input into system; collect cash when designated.

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21. Assign guest room.
22. Advise guest of any messages, mail, faxes, etc. received for them.
23. Inform guest of room safe and mini-bar key and room key procedures.
24. Issue parking passes/validate valet parking tickets.
25. Communicate services and amenities of the hotel to guests.
26. Obtain proper identification for tax exempt guests and attach form to registration card.
27. Direct Bell Person to escort guest and transport their luggage to the room.
28. Maintain guest history files on all guests.
29. Communicate VIP arrivals to designated personnel for escort and delivery of amenities.
30. Set up accurate accounts for each guest checking in according to their requirements (i.e., sharewiths, separate room/tax/incidentals, comp).
31. File registration cards and vouchers in bucket by room number.
32. Handle overbooked or "walked" guests.
33. Accommodate room changes.
34. Document all guest requests, complaints or problems.
35. Take, record and relay messages accurately, completely and legibly.
36. Offer detailed information on the voice mail system to callers and guests wishing to leave message.
37. Accept and record wake-up call requests; deliver to PBX.
38. Issue safe deposit boxes to guests and ensure security of keys.
39. Distribute all guest and department mail.
40. Monitor, send and distribute guest faxes.
41. Document and confirm reservations and cancellations.
42. Block rooms in computer and follow through on designated requirements.
43. Pre-register designated guests and prepare key packets.
44. Communicate pertinent guest information to designated departments/personnel (i.e., special requests, amenity delivery).
45. Generate, print and distribute daily and weekly reports.
46. Resolve discrepancies on the room status report with Housekeeping.
47. Match the bucket check to in-house guest ledger report; report discrepancies to Manager.
48. Process all check-outs.
49. Resolve any late charges.
50. Present folio to guest and resolve any disputed charges.
51. Settle guest accounts.
52. Retrieve guest room key from guest.
53. Solicit guest comments on their stay.
54. Process express check-outs.
55. Handle requests for late check-outs.
56. Conduct group check-ins/outs.
57. Assist all departments/executives in obtaining appropriate information regarding groups, inventory and guest information.
58. File guest room keys and ensure the safe keeping of keys at the Front Desk.
59. Adhere to all cashiering procedures:
60. Process adjustment vouchers, paid-outs, correction vouchers, miscellaneous charges.
61. Make change for guests.
62. Cash guests' personal checks/travelers checks.
63. Post charges.
64. Run closing reports.
65. Count and secure bank.
66. Complete designated cashier reports.
67. Balance receipts.
68. Drop receipts.
69. Document pertinent information in the log book.

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SECONDARY JOB FUNCTIONS

1. Assist PBX with switchboard duties.
2. Assist with Reservations calls. Handle all Reservation calls after ___ p.m.; process, record and follow up any details relative to such.
3. Provide Concierge service when no Concierge is available.
4. Assist in other Front Desk areas as assigned.
5. Provide guest room tours.
6. Legibly document maintenance needs on work orders and submit to Manager.

STANDARD SPECIFICATIONS

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.