

TITLE: FRONT DESK CLERK

Job Description: Greet and register guests, provide prompt and courteous services, and close out guest accounts upon completion of stay. Assist guests efficiently and courteously in all functions, while projecting high standards of service and professional hospitality at all times.

ESSENTIAL FUNCTIONS

FRONT DESK SKILLS

- Assist guests by:
 - Have daily knowledge of groups or functions in-house and local current events.
 - Understand qualified discounts,
 - Accurately handle future and same day reservations or take walk-in guests.
 - Check-in and check-out guests in a knowledgeable, efficient, and professional manner.
 - Assist guests with operations of special features within guest suites/- safe instructions, fireplace, porch door locks, light switches.
 - Post, correct, or adjust charges to guest account as necessary.
 - Be knowledgeable of hotel credit, cash in advance, check cashing procedures, and debit card use.
 - Maintain accuracy in cash handling procedures, count bank at beginning and end of shift.
- Perform all shift checklist responsibilities.
- Log all needed information into the communication log for all other associates.
- Familiar with frequently used Standard Operations Procedures.
- Basic knowledge of how to operate all Front Office equipment. Ability to solve basic equipment problems and/ or who contact for resolution.
- Support team members to ensure the team's entire workload is completed daily.
- Actively identify barriers and attempt to resolve within the team.
- Nurture team and teamwork concept.
- Trained on all hotel emergency procedures, equipment, and utility shutoffs.

ROOMS CONTROL SKILLS

- Assist the hotel operation by completing the following responsibilities: .
 - Communicate with Manager regarding status of groups.
 - Communicate with Housekeeping regarding VIP arrivals and expediting VR rooms.
 - Run hourly house counts and confirm selling strategy with Manager/ Supervisor.
- Willingness and ability to train new associates. Communicate pertinent shift information to Manager/ Supervisor and team members both verbally and in writing via logbook. Update as necessary.
- Pass-on pertinent information to next shift. Group information, current selling strategy, follow-up required for guests or shift responsibilities.

PBX SKILLS

- Familiar with property, departments, hours of operation, and services of the hotel.

- Answer phones within 3 rings using proper greeting and etiquette.
 - Understand and carry out specific duties for: fire alarms, bomb threats, and medical emergencies.
 - Ability to make long distance, international, or special billing telephone calls.
 - Receive and deliver clear and professional messages in PMS and offer assistance with voice mail.
 - Answer basic Front Office related questions.
 - Properly send, receive, and log faxes in a timely manner.
 - Properly accept, log, and maintain mail in an organized manner.
 - Report, log, and follow-up on telephone equipment malfunctions.
 - Confirm, record, and deliver wake-up calls (using manual sheet and/ or switchboard).
- Assist team in completing daily responsibilities.

GUEST RELATIONS

- Be readily available/ approachable for all guests.
- Take proactive approaches when dealing with guest concerns. Follow property specific second effort and recovery plan.
- Extend professionalism and courtesy to guests at all times.
- Personal and business conversations among associates should be stopped in order to assist guests.
- Remain highly visible and be readily available for guests at all times.
- Demonstrate self-confidence, energy and enthusiasm when interacting with guests.
- Demonstrate discretion when dealing with confidential guest matters.

OTHER REQUIREMENTS

In addition to performance of the essential functions, this position may be required to perform a combination of supportive functions, determined by the GM:

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- The hotel operates 7 days a week, 24 hours a day. Schedules must accommodate fluctuating business demands and associates may be asked to work shifts other than those they prefer or normally work.
- Carry out all reasonable requests by leadership team.
- Comply with department uniform and appearance standards.

I have read and accept the responsibilities described in the above job.

Associate Name: _____

Associate Signature: _____

Date: _____