

## **ARBUCKLE LODGE**

### **FRONT DESK/GUEST SERVICE AGENT JOB DESCRIPTION**

Responsible for the overall operations and appearance of the front desk of a hotel. Responsible for attending to the needs of guests, especially during check-in and check-out. The front desk/guest service agent is the number one, front-line person whose service determines a guest's experience.

IMMEDIATE SUPERVISOR – The Front Desk Manager/Assistant Manager

#### PERSONAL QUALIFICATIONS:

1. Be honest, reliable
2. Be ready to begin work at the specified time
3. Be well groomed and aware of personal hygiene; adhere to dress code policy as mentioned in policy handbook.
4. Understand what is meant by “good customer service.” Provide consistent, efficient, courteous, friendly and helpful service in a clean and organized environment.
5. Respond to customer needs and complaints in an understanding and calm manner. Advise the guest on how to get their problem solved or seek assistance from management.
6. Follows training guidelines using good judgment and common sense.
7. Communicate and work well with supervisor and hotel employees.
8. Keeps work area, equipment, and lobby clean and orderly.
9. Use good judgment and common sense.
10. Keep all business confidential both on and off duty.

#### ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Provide a First-Rate Guest Experience.
2. Provide information to guests about hotel policies, services and amenities.
3. Respond to requests from guests for assistance and information about the local area (e.g. directions, places to eat, etc.).
4. Sell and upsell rooms to “walk-in” customers.
5. Partner with the sales department to ensure knowledge of key accounts and groups, along with tracking of company information.
6. Enter/change reservation information on the computer system.
7. Post charges, process payments, and make necessary corrections to guest accounts.
8. Inform housekeeping department about room status/availability.
9. Listen for or anticipate and respond to guest complaints.

10. Operate hotel switchboard or PBX. Use established greeting when answering the phone or meeting guests in person. Speak with attitude of warmth and friendliness. Find a way to say "yes" to their needs if you are reasonably able to do so. Look for ways to be helpful and courteous.
11. Clean the front desk and lobby area.
12. Maintain daily logs.
13. Balance shift work and cash drawers.
14. You are a part of the property's security team and are responsible to report any potential safety or security hazards to management immediately. Know all emergency procedures to follow and how to respond in the event of different types of emergencies.
15. Requires standing for long periods of time and being able to reach approximately 48 inches in height.
16. At times, may be responsible to clean guest rooms. (see Room Attendant Job Description)

**ADDITIONAL RESPONSIBILITIES:**

- Any other duties assigned by Supervisor

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (emergencies, changes in personnel, work load, etc.)

I have read and understand my job description as stated above.

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Signature

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Date