

Front Desk Agent

Job Description

Rated #1 hotel in the Southwest by Conde Nast for a second year in a row, and #8 in the U.S., the Front Desk Agent must be an impeccable representative of The Hermosa Inn. The Agent must be at all times, friendly, professional, polished, and knowledgeable. Exceptional decision making, problem resolution and customer service skills are invaluable. Due to the size of the Inn, the Agent must be able to function simultaneously in front desk operations, as well as concierge and as reservationist. The Guest Services Agent priority at all times is the Hermosa Inn guest.

Specific Responsibilities include but are not limited to:

- Check-in and check-out procedures to include greet, register, and assign rooms to hotel guests
- Make reservations
- Set up guest folios to include accurate information and billing details
- Record guest comments, preferences in guest folios
- Post charges
- Book Spa appointments
- Accommodate guest requests
- Effectively communicate with other departments to include: Maintenance, Housekeeping, Valet, Restaurant, Sales
- Generate and print various daily reports and distribute to departments as necessary
- Act as Concierge and assist guests in making arrangements for transportation, tours, attractions, golf, and more
- Maintain complete knowledge of hotel amenities, services, policies
- Specific Job Knowledge and Skill:
- Previous front desk agent experience preferred
- Proficiency in Microsoft Office, including Excel and Word
- Knowledge of local museums, shopping, golf, tourist attractions, and other significant Valley activities a plus

Must be able to work a flexible schedule.

Schedule may include nights, weekends, holidays.

Featured Benefits:

- * Medical & dental coverage for full-time employees.
- * Team member meal provided each day.
- * Team member incentives.
- * Competitive pay.
- * For full-time employees, two weeks of vacation on your first anniversary.
- * For full-time employees, paid holidays.
- * Resort and restaurant discounts.

Required experience:

- Customer Service: minimum 1 year
Job Type: Part-time