

Front Desk Agent

JOB SUMMARY:

This position is responsible for checking guests in and out of the hotel, making reservations, assisting guests with hotel related questions, finding creative resolutions to problems, making guest deliveries, among other duties. Our ideal candidate will have exceptional customer service skills, good decision-making skills, can resolve conflict and work well in a team environment. Previous experience in a customer facing role is preferred, but not required. Must be able to work weekends, mornings and holidays.

RESPONSIBILITIES

- Perform daily front office operations while adhering to AAA-rated 4 Diamond, 5-Diamond service standards and the Inn at 500 Capitol Employee Handbook.
- Continually ensure the proactive checking of reservations to ensure all services are delivered and any potential issues are prevented.
- Welcome and serve guests in person and over the phone in a professional and friendly manner
- Provide assistance to guests by asking questions and offering personalized recommendations.
- Check-in and check-out procedures
- Take guest reservations over the phone and in person
- Take in-bound calls and transfer within the property as designated.
- Handle cash, credit and debit card transactions
- Handle all guest complaints and issues promptly. Contact department heads as needed.
- Assess daily printed reports and act according to daily operational needs.
- Provide luggage or valet assistance, when required.
- Complete each shift with a report to the oncoming shift– communicate any relevant information.
- Assure knowledge and training of the Property Management System – Springer Miller Systems and assist the Front Office Manager or Manager on Duty to address any Interface or PMS system errors promptly.
- Complete projects, as designated by the Front Office Manager or Manager on Duty, in a timely and effective manner.
- Ensure the lobby and front desks are kept clean and presentable at all times. Address any housekeeping or maintenance concerns promptly to the designated department head.
- Adhere to the Employee Handbook policies and department procedures. Comply with coaching from the Front Office Manager or the Front Desk MOD in the event of failure to comply with said policies or procedures.

QUALIFICATIONS

- Prior cash handling experience necessary.
- High School graduate or G.E.D. equivalent.
- 7th/8th grade math skills required.
- Ability to communicate effectively and professionally with the public and other employees.
- Read, write and speak English fluently.
- No employee will pose a direct threat to the health/safety of self or others.

PERFORMANCE STANDARDS

- **CUSTOMER SERVICE:** Ensure that 5-star guest service is the primary focus of all tasks; respond to guest requests and issues in a timely, polite and professional manner. Ensure that we deliver excellent service to meet our company service culture.

- **WORK HABITS:** Meet the hotel standards for work procedures, dress, grooming, attendance, and punctuality; report to work and return from breaks on time; give advance notice when absence is anticipated; require typical amount of supervision; accept work assignments without complaints.
- **PERSONAL DEVELOPMENT:** Accept opportunities to learn new skills, improve performance or cross-train for other hotel positions; solve routine problems that occur on the job; ask questions when not sure how to complete something; learn new skills as quickly as most others in the same job.
- **SAFETY AND SECURITY:** Be alert to hazards and responsible in carrying out hotel's safety, security, and emergency procedures; suggest ways to improve safety conditions that reduce or prevent accidents and injuries; participate on safety committee or other special projects for safety; actively seek and report potential security risks or hazardous conditions.
- **FRONT DESK OPERATIONS:** Follow the Inn's recommended guest arrival and departure procedures; understanding of computer-based front desk systems is sufficient to perform the primary responsibilities of the job; answer guests' questions about the hotel services and amenities.