JOB DESCRIPTION

POSITION TITLE: Front Desk Clerk
DEPARTMENT: Hotel
SALARY: **15.00**
POSTING DATES: **Until Filled**

Position Summary: Responsible for guest relations duties associated with the front desk.

Essential Job Functions: *The list that follows is not intended to be comprehensive: it is intended to provide a representative summary of the major duties and responsibilities. Employee will be required to follow any other job-related instructions and to perform any other duties requested by his or her supervisor.*

- Responsible for providing quality service to all guests in an efficient, courteous and professional manner.
- Works under supervision of Manager on Duty.
- Process guest registrations including computation and collection of payment.
- Verification/processing of credit card and cash transactions.
- Transmits and receive messages by telephone.
- Handles and confirms guest reservations.
- Maintains record of assigned and available rooms.
- Count cash drawers before shift and at the end of shift.
- Maintain a clean work area.
- Know company department extensions, upcoming promotions and guest activities daily.
- Must be receptive and complete directives given by management.
- Know community and resort activities, to inform all guest inquiries.
- Cross trained to other hotel positions to perform all duties assigned.
- All front desk employees will be responsible for positive guest relations, to include handling inquires regarding hotel and local amenities, as well as by assisting with issues pertaining to the guest stay at the property.
- Other duties as may be assigned.

Supervisory Responsibilities:
- None

Job Requirements:
Education, Experience, and Certifications:
- High School diploma or GED.
- Experience in use of computers and hotel reservation systems.
- Excellent public relation skills.
- Professional appearance and manners.
- Must be able to pass pre-employment drug test and background investigation.

Knowledge and Skills:
- Strong communication.
- Must be flexible and have well-developed interpersonal skills.
- Excellent telephone and communication skills.

Environmental Factors and Conditions/Physical Requirements:
- Work is performed in an office environment.
- May be subject to repetitive motion such as typing, data entry, and vision to monitor.
- Must be able to stand for long periods of time.