

GRAND BEACH HOTEL

LUXURY AND COMFORT WITHIN REACH

JOB DESCRIPTION

Position:	Front Desk Agent	
Department:	Guest Services	

Job Summary

This position is responsible for performing a variety of guest service activities in an exceptionally friendly, professional and efficient manner commensurate with the demands of a world-class hotel. Registers guests, assigns rooms, settles guest accounts and coordinates with other departments to satisfy guest requests.

Job Specifications

Qualifications

- ★ Minimum one year Front Desk experience at a comparable quality property preferred
- ★ General knowledge of hotel departments preferred
- ★ Excellent communication skills – oral and written
- ★ Excellent guest service skills
- ★ Ability to stand for an eight hour shift
- ★ Ability to work a flexible schedule to include weekends and holidays

Job Duties

Job Specific

- ★ Welcomes and registers guests in an outstandingly friendly, professional, efficient manner
- ★ Whenever possible assigns rooms which satisfy all special requests
- ★ Obtains necessary credit and payment information from guests
- ★ Provides traveler check cashing and foreign currency conversion for Hotel guests
- ★ Coordinates with other Hotel departments to satisfy guest requests
- ★ Provides detailed information about Hotel facilities and operating hours
- ★ Notifies Housekeeping of all special requests, late checkouts, room changes and day use rooms
- ★ Posts charges received by Front Desk from Hotel outlets
- ★ Adheres completely to all Grand Service standards
- ★ Sells rooms in accordance with Front Desk sales strategies
- ★ Receives and transmits guest messages
- ★ Performs check-out and cash handling activities in accordance with all Hotel cashing and credit policies
- ★ Distributes and coordinates completion of survey cards during guest check-out
- ★ Assists guests with kiosks computers for guest check-in & check-out
- ★ Coordinates room changes for guests
- ★ Issues and provides access and close out for guest safe deposit boxes

- ★ Answers telephone calls and guest inquiries in a friendly, professional manner
- ★ Reads and initials all entries in Front Desk Log Book and all information on Front Desk Bulletin Board
- ★ Reads Group Profiles and Banquet Event information on a daily basis
- ★ Maintains the cleanliness and excellent condition of equipment and work area
- ★ Other duties as assigned

General

- ★ Promotes and applies teamwork skills at all times
- ★ Notifies appropriate individual promptly and fully of problems and/or unusual matters of significance
- ★ Is polite, friendly, and helpful to guests, management and fellow employees
- ★ Executes emergency procedures in accordance with hotel standards
- ★ Complies with required safety regulations and procedures
- ★ Attends appropriate hotel meetings and training sessions
- ★ Maintains cleanliness and excellent condition of equipment and work area
- ★ Complies with hotel standards, policies and rules
- ★ Recycles whenever possible
- ★ Remains current with hotel information and changes
- ★ Complies with hotel uniform and grooming standards

Within the first 30 days must be able to perform to standard all activities on the New Hire Training Checklist.