

## **Position Specifications:**

Job Title: Front Desk Clerk

Revised: 2/6/2014

## **Position Summary:**

The Front Desk Clerk greets and assists guests. In addition, this employee completes registration, room assignments and blocking providing excellent guest service.

## **Essential Functions:**

- Provide the highest quality of service to the guest at all times and anticipate and exceed guest expectations.
- Give a warm and sincere greeting. Check the guest in and out efficiently and in a friendly manner. Use the guest's name at least twice. Anticipate the guest's needs and exceed their expectations. Give the guest a fond farewell/warm good-bye. Thank and invite them back.
- Ability to read, analyze, interpret and effectively explain items such as common reports, guest folios and emergency procedures.
- Ability to compute basic mathematical calculations including adding, subtracting, multiplying and dividing.
- Handle guest registration, room assignments and room blocking which includes accommodating special requests whenever possible.
- Possess working knowledge of reservations procedures. Know cancellation and walk procedures.
- Follow correct check-in/check-out procedures for all guests.
- Always answer the telephone within three rings with a smile and answer questions accordingly or transfer as needed.
- Responsible for issued bank. Count bank at beginning and end of shift. Report all cash over/shorts to management. Make cash drops in accordance with proper cash handling procedures. Comply with hotel and department accounting procedures including hotel credit and check cashing procedures. Ensure all credit cards and cash funds are balanced throughout each shift.
- Handle guest mail and messages.
- Offer and properly handle requests for wake-up calls and "do not disturb" requests.
- Effectively operate the hotel computer system or property management system.
- Develop a thorough knowledge of hotel staff, hotel services, hours of operation, room locations, room rates, amenities, hotel surroundings (i.e. mall, restaurants, and medical facilities).
- Monitor room availability, selling strategies, discounts and frequent guest program benefits.
- Keep desk area clean. Understand that it is every associate's responsibility to keep the hotel clean and in immaculate condition.
- Forward lost and found inquiries to the Housekeeping Department.
- Ensure security and confidentiality of all guest and hotel information and material.
- Notify manager/Maintenance Department of maintenance issues. Complete work orders as needed.

- Attend work on time as scheduled and adhere to attendance policy.
- Participate in daily preshift.
- Communicate properly and effectively with the guest, associates and managers. Effectively respond to guest complaints.
- Practice safety standards at all times and keep the property safe for guests and fellow associates. Use wet floor signs as required. Use personal protective equipment. Report unsafe conditions and suspicious activity to management.
- Transport guests in hotel van as needed.
- Lift, carry or otherwise move up to 10 lbs. regularly. Lift, carry or otherwise move up to 50 lbs occasionally with assistance. Follow proper moving and lifting procedures. Regularly required to stand; sit; walk; reach; use hands to handle or feel; talk and hear.
- Must possess a valid/current driver's license and maintain an acceptable driving record. Must possess additional drivers' endorsements if required by state in order to operate the hotel van.
  
- Know how to troubleshoot simple maintenance issues.
- To be flexible in your job function and perform any other reasonable duties and responsibilities which may be assigned to you, including redeployment to other departments/areas if required, in order to meet business demands and guest service needs.
- Maintain par level of guest and associate items and have them easily accessible.
- Wear uniform, including nametag at all times.
- To maintain a high standard of personal appearance and hygiene and adhere to the hotel and department grooming standards.
  
- To treat all operating equipment and supplies carefully to minimize damage and reduce waste.
  
- Promote teamwork and associate morale.
- Adhere to all work rules, procedures and policies established by the company. Complete Chemical Training and Blood Borne Pathogen Training.
- Must be able to read, write, and speak English fluently.
- Perform other duties as assigned.

**Acknowledgements:**

The hotel business functions seven days a week, 24 hours a day. All associates must realize this fact and be aware that at all times it may be necessary to move associates from their accustomed shift and alter assigned duties as business dictates. In addition, this is a hospitality business and a hospitable service atmosphere must be maintained at all times.

The information contained herein is not intended to be an all-inclusive list of duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons.

I have read and understand the information provided in this description.

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Signature

Date

Printed Name