



Front Desk Agent Position Description

Position Title: Front Desk Agent

Reports to: Front Office Manager

Position Summary: Greets and registers guests, provides prompt and courteous service, closes out guest accounts upon completion of stay, provides information regarding Club facilities and guest accommodations.

Essential Function:

- Greets members and guests immediately with a friendly and sincere welcome. Uses a positive and clear speaking voice, addresses the guest by name, listens carefully to and understands requests, responds with appropriate action and provides accurate information such as outlet hours and local attractions.
- Completes the registration process by obtaining data from the guest/or Member. Inputs information into Club systems. Confirms pertinent information, including number of guests and dates of stay. Provides folders containing room keys, non-verbally confirming the room number. Completes reservation requests utilizing similar format as check in process.
- Verifies and imprints credit cards for authorization using electronic acceptance methods. Handles cash, makes change and balances an assigned house bank. Accepts and records vouchers, traveler's checks, and other forms of payment. Performs accurate, moderately complex arithmetic functions using a calculator. Posts charges to guestrooms and house accounts using the Club systems.
- Promptly answers the telephone, within three rings. Takes and delivers accurate and timely guest messages, either manually or via the computer system.
- Delivers mail, small packages and facsimiles for customers as requested.
- Provides concierge services (such as direction to local attractions, assist with arranging dinner reservations, doctor/dentist appointments, child care, florist, taxi cab, etc.) as needed.
- Processes parking charges and balances all revenue and charges at end of shift
- Performs shift-closing function and balance all work and cash.
- Closes guest accounts at time of check out. In the event of dissatisfaction or dispute, negotiates compromise, which may include authorizing revenue allowances.
- Investigates guest complaints thoroughly. Listens carefully, apologizes for the problem and offers assistance to resolve it. If after offering alternatives, the problem has not

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been resolved to the guest's satisfaction, obtains assistance from a supervisor or manager.

- Summons front service/bell assistance to escort guests to their rooms as appropriate.
- Provides safety deposit boxes for guest by escorting them to the vault. Files access slips in room order.
- Operates facsimile machine to send, receive, and log incoming transmissions. Notifies guests of incoming faxes using the message function of the computer.
- Files registration cards in room number order.
- Retrieves registration cards from the files for each check out.
- Maintains guest requests and fax logs in P.B.X operator's absence. Maintains key log.
- Performs all other duties as assigned by employer.

Qualifications and Skills:

Education: Any combination of education and experience equivalent to graduation from high school or any other combination of education, training or experience that provides the required knowledge skills and abilities.

Experience: Prior customer service and or hotel/hospitality experience preferred.

Additional Skills: Considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error. Must have the ability to stand for a prolonged period of time. Must have excellent communication and organization skills along with great service skills. Must be able to access and input information into a moderately complicated computer system.