



Job Description

Department: Rooms

Job Title: Front Desk Associate

Reports To: Front Office Manager

Status: Part time

Positions Overview:

Provide outstanding customer service to all guests to ensure an enjoyable stay and a high return guest factor. Accommodate hotel patrons by registering and assigning rooms, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations and presenting statement to and collecting payments from departing guest.

General Responsibilities/Duties:

1. Must be customer service oriented and able to work under pressure
2. Excellent verbal and written communication skills
3. Receiving and making reservations for room accommodations, restaurant and spa services
4. Multi-tasking - answering a multi-line phone and taking care of guests in front of you at the same time
5. Performing cashier duties, whether by cash, credit card or travelers checks; calculating guests bills and issuing receipts upon payment
6. Follow in-house procedures to ensure the security of guests and employees
7. Provide concierge service to guests
8. Other duties as may be assigned by management

Work Schedule

The work schedule varies according to seasonal fluctuations, occupancy and property requirements. Exact schedules are assigned by management. Must be able to work weekends and holidays.

Education/Vocational Preparation

1. High School or GED certificate or completion of technical or vocational program.
2. Great customer service and communication skills, some knowledge of computers, dealing with a multi-line phone, friendly helpful and patient.

3. Able to assist guest with limited understanding of English
4. Able to record information accurately
5. Able to work by themselves and with others
6. Able to work AM and PM shifts
7. Able to maintain a professional manner at all times

Financial Responsibility and Authority

Equipment- Credit card machine, computer, multi-line phone

Financial- Counting cash, Credit cards, receiving payment

Physical Job Description:

Lifting/Carrying under 10 pounds, frequently, 34-66% of the time

Lifting/Carrying 11-20 pounds, occasionally, 1-33% of the time

Pushing/Pulling under 10 pounds, frequently, 34-66% of the time

Pushing/Pulling 11-20 pounds, frequently, 34-66% of the time

Pushing/Pulling 21-50 pounds, frequently, 34-66% of the time

Reaching over shoulder, occasionally, 1-33% of the time

Reaching overhead, occasionally, 1-33% of the time

Reaching outward, constantly, over 66% of the time

Kneeling, occasionally, 1-33% of the time

Squatting, occasionally, 1-33% of the time

Sitting, constantly, over 66% of the time

Walking on normal, uneven, slippery surfaces, constantly, over 66% of the time

Standing, constantly, over 66% of the time

Bending, constantly, over 66% of the time

Fingering (fine dexterity), frequently, 34-66% of the time

Handling (grasping, holding), constantly, over 66% of the time

Repetitive motion with hand and feet, constantly, over 66% of the time

Specialized Demands:

- Typical Working Conditions:

Working in an office where a heater and a fan provided.

- Equipment Used:
Credit card machine, computer, fax/copier machine,
filing cabinet
- Essential Physical Tasks:
 1. standing for long periods of time
 2. Sitting for long periods of time
 3. Redirecting deliveries of supplies
 4. Cleaning including: dusting, vacuuming and
sweeping the office

Learning Development Demands

Reasoning- Apply common sense understanding to carry out instructions furnished in written, oral, or diagrammatic form.

Mathematical- Add, subtract, multiply and divide all units of measure. Perform the four operations with common and like decimal fractions. Compute ratio, rate and percent. Perform arithmetic operations involving monetary units.

Reading- Read a variety of materials such as novels, magazines, atlases, encyclopedias, safety rules, instructions in the use of maintenance of shop tools and equipment, and methods and procedures in mechanical drawing the layout work.

Speaking- Speak to guests with poise, voice control and confidence, using correct English grammar and well-modulated voice.

Writing- Write reports and essays with proper format, punctuation, spelling, and grammar, using all parts of speech.

Acknowledgment

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

Employment is "at-will" and may be terminated at any time by the employee or the employer with or without cause or notice.

Signature of Employee

Date