

POSITION TITLE: FRONT DESK AGENT / ASSISTANT

REPORTS TO : Front office manager

POSITION SUMMARY:

Represents the hotel to the guest throughout all stages of the guest's stay. Determinates a guest's reservation status and identifies how long the guest will stay. Helps guests complete registration cards and then assigns rooms, accommodating special requests whenever possible. Verifies the guest's method of payment and follows established credit-checking procedures. Files guest and room information in the designated places.

Works closely with the housekeeping department in the keeping room status reports up to date and coordinates requests for maintenance and repair work. Maintains guest room key drawers. Must be sales-minded. Presents options and alternatives to guests and offers assistance in making choices. Knows the location and types of available rooms as well as the activities and services of the property. Performs cashiering tasks.

DUTIES AND RESPONSIBILITIES:

1. Greets guests in a timely manner with a smile, both eager and willing to assist.
2. Follow check-in and check-out procedures, accommodating special requests whenever possible.
3. Thoroughly understand and adheres to proper credit card and cash handling policies and procedures.
4. Understands room status and room status tracking.
5. Knows room locations, types of rooms available, and room rates.
6. Uses suggestive selling techniques to sell rooms and to promote other services of the resort.
7. Coordinates room status updates with the housekeeping department by notifying housekeeping of all late checkouts, early check-ins requests, special requests, and here & waiting.
8. Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
9. Informs guests of upcoming specials and loyalty program.
10. File room keys.
11. Knows how to use front office equipment.
12. Uses proper telephone etiquette.
13. Uses proper mail, package, and message handling procedures.
14. Reads and initials the "red book" and bulletin board daily. Is aware of daily activities and meetings taking place in the hotel.
15. Attends department meetings.
16. Reports any unusual occurrences or requests to the Manager or Assistant Manager.
17. Knows all safety and emergency procedures.
18. Maintains the cleanliness and neatness of the front desk and lobby areas.
19. Understand that business demands sometimes make it necessary to move employees from their accustomed shift to other shifts.

PREREQUISITES:

Education: High school graduate or equivalent. Must speak, read, write, and understand the primary language used in the workplace. Must be able to speak and understand the primary language used by the guests who visit the hotel.

Experience: Previous hotel-related experience desired.

Physical: Requires typing, grasping, writing, standing, walking, repetitive motions, hearing, visual acuity, and may on occasion have to lift and carry up to 40 pounds.

JOB DESCRIPTION: RESERVATION AGENT

REPORTS TO: Front Office Manager

POSITION SUMMARY:

Responds to communications from guests concerning reservations via mail, telephone, fax, or email. Creates and maintains reservation records and promptly processes any cancellations and modifications.

Tracks future room availability on the basis of reservations, and provides input for room revenue and occupancy forecast. Additional duties may include preparing the list of expected arrivals for the front office, assisting in preregistration activities when appropriate, and processing advance reservation deposits. Knows the type of rooms the hotel has as well as their location and layout. Knows of all hotel packages plans-meaning status, rates, and benefits.

DUTIES AND RESPONSIBILITIES:

1. Processes reservations by mail, telephone, fax or email.
2. Knows the type of rooms available as well as their location and layout.
3. Knows the selling status, rates, and benefits of all packages.
4. Knows the cancellation and advance deposit policies of the hotel and how to guarantee each reservation.
5. Creates and maintains accurate reservations in Maestro keeping daily log of activity— new reservations, changes, and inquiries.
6. Determines daily Limbo room rate based on the selling tactics of the hotel.
7. Prepares and coordinates daily deliveries.
8. Communicates same day reservation information to the front desk.
9. Processes same-day cancellations and modifications and promptly relays this information to the front desk.
10. Understands the hotel's policy on guaranteed reservations and no-shows.
11. Processes advance deposits on reservations.
12. Provides input for room revenue and occupancy forecasts.
13. Monitors advances deposit requirements.
14. Handles daily correspondence. Responds to inquires and makes reservations as needed.
15. Files guest information in designated areas.
16. Maintains a clean and neat appearance and work area at all times.
17. Promotes goodwill by beings courteous, friendly, and helpful to guests, managers, and fellow employees.
18. Getting information about areas of interest in order to target more guests in particular seasons.
19. Making arrangements for guests when requested.
20. To be aware of all front office procedures and assist with duties when necessary.
21. Attends department meetings.
22. Reports any unusual occurrences or requests to the Manager or Assistant Manager.
23. Knows all safety and emergency procedures and takes charge in emergency situations.
24. Willing to undertake any reasonable request made by management in any other areas of the resort.

25. Organizes group arrivals requiring premade key packets.
26. Assumes Telephone Operator duties when necessary.

PREREQUISITES:

Education:

High school graduate or equivalent. Must speak, read, write, and understand the primary language used in the workplace. Must be able to speak and understand the primary language used by the guests who visit the hotel.

Experience:

Previous hotel-related experience desired. Experience in Hotel softwares and their functionalities.

Physical: Requires typing, grasping, writing, sitting, walking, repetitive motions, hearing, visual acuity, and may on occasion have to lift and carry up to 40 pounds.

JOB DESCRIPTION: HOTEL TELEPHONE OPERATOR

REPORTS TO: Front Office Manager

POSITION SUMMARY:

Speaks clearly, distinctly, and with a friendly, courteous tone. Uses listening skills to put callers at ease and obtains accurate, complete information. Answers incoming calls and directs them to guest rooms through the telephone console or to hotel personnel or departments.

Takes and distributes messages for guests, provides information on guest services, and answers inquires about public resort events. Provides a paging service for hotel guests and employees. Process guest wake-up calls.

DUTIES AND RESPONSIBILITIES:

1. Answers incoming calls.
2. Directs call to guest rooms, staff, or departments through the switchboard or PBX system.
3. Receives guest messages and deliver the same to the guest.
4. Logs all wake-up call requests and performs wake-up call services.
5. Provides information about hotel services to guests.
6. Understand the telephone PBX switchboard operations.
7. Utilizes radio to communicate with housekeeping and maintenance when necessary.
8. Knows what action to take when an emergency call is required.
9. Monitors automated systems including fire alarms and telephone equipment when engineering and maintenance department is closed.
10. Assists in reporting telephone equipment or service complaints and problems.
11. Trains or assists with training new telephone operators in performance of job duties.
12. Knows all safety and emergency procedures
13. Multitasking abilities will always come in handy, because a switchboard operator may be asked to do other jobs as well.
14. Must be polite and courteous while answering the phone.
15. Open and close telephone functionality on the hotel front office software.
16. Keep records of calls placed and received by all departments and recording the call charges.
17. Setup conference calls in different locations and time zones.
18. Update directory information on the front office software.
19. Provide relay service for hearing-impaired guests.
20. Following telephone etiquette.

PREREQUISITES:

Education: High school graduate or equivalent. Must speak, read. Write, and understand the primary language used in the workplace. Must be able to speak and understand the primary language used by the guests who visits the hotel.

Experience: Previous hotel-related experience desired. Knowledge of centralized telephone systems. Skills in the operation of telephone equipment. Skills in dealing diplomatically with the public under stressful conditions. Knowledge of personal computers and methods of updating databases.