

Front Desk Job Description:

Position title: Front Desk Agent

Reports To: Front Desk Manager

Job Description:

Position Summary: Represents the Inn and Holiday Valley to the guest throughout all stages of the guest's stay. Determines 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. Places guest and room information in the appropriate front desk racks (bucket) and communicates this information to the appropriate hotel personnel. Works closely with the housekeeping department in keeping room status reports up to date and coordinates requests for maintenance and repair work. Maintains and supervises access to safe deposit boxes. Must be Customer Service Focused and Sales minded. Present options and alternatives to guests and offers assistance in making choices. They must know the location and types of available rooms as well as the activities and services of the property and surrounding area.

Duties and Responsibilities:

1. Registers guests and assigns rooms. Accommodates special requests whenever possible.
2. Assists in pre registration and blocking of rooms for reservations when needed.
3. Thoroughly understands and adheres to proper credit, check-cashing, 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 hotel & Holiday Valley.
7. Coordinates room status updates with the housekeeping department by notifying housekeeping of all check-outs, late check-outs, early check-ins, special requests, and part-day rooms.
8. Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
9. Knows how to use front office equipment.
10. Processes guest check-outs.
11. Posts and files all charges to guest and master accounts.
12. Follows procedures for issuing and closing safe deposit boxes used by guests.
13. Uses proper telephone etiquette.
14. Uses proper mail, package, and message handling procedures.
15. Reads the pass-on log and bulletin board daily. Is aware of daily activities and meetings taking place in the Inn & at the Resort.
16. Attends department meetings.
17. Coordinates guest room maintenance work with the maintenance staff.

18. Reports any unusual occurrences or requests to the front desk manager or Inn keeper.
19. Knows all safety and emergency procedures. Is aware of accident prevention policies.
20. Maintains the cleanliness and neatness of the front desk area.
21. Understands that business demands sometimes make it necessary to move employees from their accustomed shift to other shifts.
22. Responsible for picking up debris and or garbage around the Inn.
23. Maintain a well disciplined, personable and friendly attitude that is required of a professional staff.

Knowledge for Front Desk Employee

- Customer Service
- Sale of Holiday Valley Recreation & Services
- Working as a team with co-workers and other departments
- Guestroom equipment and amenities
- The telephone system
- Point-of-sale equipment
- The front desk computer systems, printers & Copier
- Room racks
- Types of reservations
- Room inventory and occupancy terms
- Room rate terms
- Room status terms
- Check-in and check-out guidelines
- Room forecasts
- Credit card (PCI requirements, approval, denied)

The duties and responsibilities that are listed are not all inclusive. Other duties may develop, be assigned as needed in the ever growing and changing atmosphere of the organization.