

Job Description for Front desk agent Wyndham Garden Hotel

POSITION TITLE: FRONT DESK ASSOCIATE

REPORTS TO : Front Office Manager

POSITION SUMMARY:

- Represents the hotel 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 guest's complete registration cards and then assigns rooms, accommodating special requests whenever possible.
- Verifies the guest's method of payment. Places guest and room information in the computer correctly.
- Works closely with the housekeeping department in keeping room status reports up to date and coordinates requests for maintenance and repair work.
- 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 like bill / invoice settlement, posting charges to the guest, paid outs.

DUTIES AND RESPONSIBILITIES:

- Register guests and assigns rooms. Accommodates special requests whenever possible.
- Assists in preregistration and blocking of rooms for reservations.

- Thoroughly understand and adheres to proper credit, and cash handling policies and procedures.
- Understands room status and room status update..
- Knows room locations, types of rooms available, and room rates.
- Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
- Coordinates room status updates with the housekeeping department by notification housekeeping of all check outs, late checkouts, early check-ins, special requests, and day use rooms.
- Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
- Make and print room keys.
- Knows how to use front office equipment.
- Process guest check-outs.
- Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange,
- Follows procedures for issuing and closing safe deposit boxes used by guests.
- Uses proper telephone etiquette.
- Uses proper mail, package, and message handling procedures.
- Reads and initials the pass-on log daily. Is aware of daily activities and meetings taking place in the hotel.
- Attends department meetings.
- Reports any unusual occurrences or requests to the manager or assistant manager.
- Knows all safety and emergency procedures, Is aware of accident prevention policies.

- Maintains the cleanliness and neatness of the front desk area.
- 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 (English) used in the workplace.

Experience: Previous hotel-related experience desired.