



SAMPLE JOB DESCRIPTION – FRONT DESK AGENT

Company: The Hotel

Position: Front Desk Agent

Reports To: Front Desk Manager

Reporting to the Front Desk Manager, the Front Desk Agent is responsible for greeting guests upon arrival at the hotel and checking them in/out of the hotel guest rooms.

Duties & Responsibilities

- + Process guest arrivals and departures, including all necessary payments using a POS system
- + Handle & coordinate room assignments and pre-arrivals
- + Handle guests' concerns
- + Offer referral for services and handle requests for information
- + Handle and store luggage
- + Assist with the check-in and check-out of groups and tours
- + Communicate with guests during their stay via text message to ensure guest satisfaction
- + Assist other departments as required

Skills & Qualifications

- + A secondary school diploma is required
- + Post-secondary training in tourism or hotel management is an asset
- + Excellent communication skills
- + Professional attitude
- + Good organizational skills
- + Effective conflict management and decision-making
- + Previous experience in customer service is an asset
- + Ability to use a variety of computer applications
- + Cash handling experience is an asset
- + Administrative skills
- + Time management skills
- + Ability to speak a second language is an asset
- + Working knowledge of the facility, services and local area

Additional Notes

- + Scheduling flexibility is required to meet operational needs
- + Hours may include nights, weekends and holidays
- + Overtime may be required