



Front Desk

Reports To

Hospitality Manager

Summary

The Front Desk, under the direction of the Hospitality Manager, will primarily be responsible to greet guests with a smile and answer their questions as required. This position will be continually aware of, and maintain, the highest standards of professionalism by following the company dress code and/or wearing the company uniform. This role will also answer guest questions relating to the city including dining, current events, and attractions. The Front Desk must have a high school diploma, GED, or equivalent and strong working knowledge of hospitality industry principles, methods, practices, and techniques.

Competencies

- Client/Customer Focus
- Communication
- Cultural Sensitivity
- Organization
- Problem Solving
- Professionalism
- Teamwork

Job Duties

- Greet guests with a smile and answer their questions as required
- Be continually aware of, and maintain, the highest standards of professionalism by following the company dress code and/or wearing the company uniform
- Answer guest questions relating to the city including dining, current events, and attractions
- Ensure outstanding customer service is provided to all guests throughout their stay with the hotel
- Help to raise the standards within the hotel/motel and bring new ideas about improvements forth
- Maintain work area in a clean and professional manner at all times, ensuring proper tools and equipment are available when needed
- Maintain an ongoing knowledge of room locations, types of rooms available and room rates
- Proactively attend to guest complaints in a professional manner
- Protect the health and safety of others by adopting safe work practices and reporting unsafe conditions immediately

Templates and policies from HRdownloads.com are provided for clients of our service. Customers may use this document as is, or as a starting point for their own documents. HRdownloads.com assumes no responsibility for the enforcement or effectiveness of its templates and policies. Always consult legal counsel before implementing any new policies or procedures at your organization.



Job Requirements

- High school diploma, GED, or equivalent
- Degree or diploma in the hospitality industry or related experience
- Strong working knowledge of hospitality industry principles, methods, practices, and techniques
- Ability to effectively communicate both verbally and in writing
- Ability to prioritize and manage conflicting demands
- Ability to work individually as well as part of a team
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment

Work Conditions

- Flexible hours including nights, weekends, and holidays
- Interaction with customers/clients, and the public at large