

Job Title: Guest Service Representative (Front Desk Clerk)
Department: Guest Services (Front Desk)
Immediate Supervisor: Guest Service Manager

OBJECTIVE

Ensures guest satisfaction and maximum revenue potentials through check in, check out, and attentive coordination of room sales and hotel services for the guests.

PRIMARY RESPONSIBILITIES

- Registers guests into the hotel in a prompt and courteous manner;
- Operate front office equipment, including computerized property management system;
- Utilizes upselling techniques to maximize room rates;
- Prepares for group check in and check out;
- Becomes informed of events and/or functions in the hotel during the shift;
- Checks guests out of the hotel; processes customer payments according to established policies and procedures;
- Understands room status and room status tracking;
- Coordinates room status updates with the housekeeping department by notifying housekeeping of all check-outs, late check-outs, early check-ins and special requests;
- Responds to guests requests promptly and accommodates special requests whenever possible;
- Promotes hotel services, facilities and outlets; knows room locations, types of rooms available, room rates and all hotel services and amenities;
- Provides guests with information such as local attractions and directions;
- Resolves minor guest complaints to the satisfaction of the customer; informs supervisor (s) of major problems, complaints, disturbances, or unhappy guests;
- Books guest reservations; assists in pre-registration and blocking of rooms for reservations;
- Understands reservations cancellation procedures;
- Handles departmental accounting of monies, receipts, guest accounts and other forms of credit; thoroughly understands and adheres to proper credit, check cashing and cash-handling policies and procedures;
- Posts all charges; completes cashier's report, prepares deposit, and counts cashier bank;
- Issues, controls, and releases guest safe-deposit boxes;
- Mans business telephones, including PBX (switchboard) operation; practices proper telephone etiquette;
- Maintains the cleanliness and neatness of the front desk area;
- Coordinates guest room maintenance work with the maintenance personnel;
- Attends departmental meetings;
- Uses proper mail, package and message handling procedures;
- Issues, controls and releases guest room keys and property master keys;
- Understands that business demands sometimes make it necessary to schedule employees from their accustomed shift to other shifts;
- Treats all other employees and guests with dignity and respect.

