

Employee Requisition Form

Position to Be Filled: Front Desk Agent

Purpose: Provide exemplary customer service to the Tachi Palace Casino Resort by greeting and registers guests, providing prompt and courteous service; checks guests in and out of the hotel; resolves guest challenges; promotes hotel services and amenities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greets customers with a friendly and sincere welcome. Uses a positive and clear speaking voice.
- Completes the registration process by inputting and retrieving information from the computer system. Selects appropriate room based on guests needs. Codes electronic keys. Handles cash and credit cards accurately and discreetly.
- Receives special requests from guests and responds appropriately.
- Promptly answers the phone. Inputs messages and advises other associates of special guest needs. Retrieves mail or other special items for the guest.
- Resolves guest complaints in a professional and courteous manner.
- Ensures rooms and services are correctly accounted for within the guest's statement. Assists guests with check out payments or charges.
- Responsible for maintaining a consistent and regular attendance record.
- Ensure compliance with all safety, health and environmental policies, procedures and regulations within the department.
- High school diploma or general education degree (GED) required.
- Prior customer service preferred.
- Prior cash handling experiences preferred.
- Must have computer experience.
- Must be able to type.
- All other duties as assigned.

Reports To: Supervisor

Starting Rate of Pay: D.O.E

Approximate Hours: 40

Date Needed: ASAP

Filling Deadline: Open Until Filled