



Employee Requisition Form

Position to Be Filled: Front Office Agent

Purpose: Responsible for providing all necessary assistance to guests when answering incoming telephone calls and registering guests, providing prompt and courteous service; checks guest in and out of the Hotel; resolves guest challenges; promotes Hotel services and amenities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer all incoming telephone calls in a professional and timely manner.
• Greets customers with a friendly and sincere welcome. Uses a positive and clear speaking voice.
• Effectively uses questioning and listening skills that support effective telephone communication.
• Apply the proper telephone etiquette to satisfy various customer situations while applying appropriate actions to effectively control a telephone call.
• Identify voice skills, body language skills and how to enhance a good telephone and person to person presentation.
• Effectively deal with job stress, angry callers and upset customers.
• Use the most appropriate way to communicate with different behavior types by applying the elements of building positive rapport with different types of customers on the telephone and in person.
• Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, hold interruptions and unintentional disconnects.
• Take all Associate call-ins, log and notify department Supervisor/Manager of call-ins.
• Maintain a working knowledge of room rates, types, locations, package plans, special features, information on all outlets, hours of operation and various events on property to provide superior service.
• Make hotel reservations and the perform the registration process using the appropriate etiquette and computerized programs. 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. Inputs messages and advises Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
• High School Diploma or GED required.
• Prior customer service preferred.
• Experience with computerized Hotel reservations and PBX preferred.
• Knowledge and skills to use general office equipment, multi-line telephone systems, copiers, and facsimiles.
• Understand the impact of attitude in handling calls and guest professionally.

Reports To: Front Office Supervisor
Approximate Hours: Full Time/ Part Time
Filling Deadline: Open Until Filled

