

## **Front Desk Position Description**

**Position Title:** Front Desk Clerk

**Department:** Front Desk

**Reports To:** Front Desk Supervisor & General Manager

**Work Hours:** Full Time & Part Time Positions,  
Hours vary. Scheduled shifts are:

Shift 1: 7:00am to 3:00pm  
Shift 2: 3:00pm to 11:00pm  
Shift 3: 11:pm to 7:00am (Night Audit Position)

Weekdays, Weekends and Holidays are Required. Shifts are not set and the nature of the hotel business requires flexibility in scheduling.

### **Key Functions:**

1. Provides friendly customer service to all guests and coworkers. All employees are required to greet and smile at each guest they encounter.
2. Represents the hotel to the guest throughout all stages of the guests hotel experience including: reservations, check-in, in-house stay, check-out and any follow up communications.
3. Answers multi-line telephone and directs calls per approved method.
4. Accurately completes reservations and inputs in to computer system per hotel policies.
5. Registers guests and assigns rooms per hotel policies.
6. Accommodates special requests of guests whenever possible.
7. Assists in servicing of group room blocks.
8. Thoroughly understands and adheres to guest payment policies, credit card processing, cash handling, check cashing and direct billing.
9. Understands room status and room status tracking.
10. Knows room locations, types of rooms available and room rates.
11. Uses suggestive selling techniques to sell rooms and to promote other services in the hotel.
12. Coordinates room status updates with the housekeeping staff by notifying housekeeping of all check-outs, late check-outs, early check-ins, special requests and day use rooms.
13. Knows cancellation, no-show and walk policies.
14. Can make electronic room keys and supervises employee key sign out.
15. Knows use of front office equipment.
16. Processes guest check-outs.

17. Uses proper mail, package and message handling procedures.
18. Reads and initials front desk log and bulleting board daily. Is aware of daily activities and meetings taking place in the hotel.
19. Attends hotel department meetings.
20. Coordinates guest room maintenance work with the maintenance department.
21. Reports any unusual occurrences or request to the general manager and / or front desk supervisor.
22. Knows all safety and emergency procedures. Is aware of accident prevention policies.
23. Maintains guest confidentiality per Right to Privacy Act.
24. Maintains guest's safety and security per hotel policies.
25. Maintains the cleanliness and neatness of the front desk area.
26. Maintains continental breakfast service during service hours and stores items at end of service hours. Cleans up continental breakfast area.
27. Cleans public space including vacuuming of lobby, cleaning glass and related cleaning of general area front desk area.
28. Wash dry and fold laundry.
29. Assists guests with special requests (driving directions, area attractions, ordering services etc) and delivery of guest requested items (irons, additional towels / amenity products).
30. Perform light maintenance in guest rooms / public space (changing light bulbs, cleaning air filters, unclogging toilets etc.)
31. Performs other tasks as assigned by the Front Desk Supervisor and / or General Manager.

**Prerequisites:**

Must have a positive, friendly attitude.

Must be able to work with little supervision. Required to be able provide self-direction for identifying and completing tasks.

Work hours must be flexible to allow for working weekdays, weekends, and holidays.

Must be able to read / write / speak / understand and easily communicate in English with a positive tone of voice both in person and on the telephone.

**Education:** High School or Equivalent

**Experience:** Previous hotel front desk experience helpful.

**Physical:**

Must be able to lift up to 20 pounds regularly and up to 40 pounds on occasion.

Must be able to stand, walk, and work on feet for extended periods of time.

Requires grasping, writing, typing / keying, extended periods of standing, walking, repetitive motions, hearing, and visual acuity.

**Dress Code:** Must maintain a clean, neat appearance. Must shower and perform personal grooming prior to arriving for shift. Must wear assigned uniformed. Uniform must be kept in clean, neat fashion. Must wear nametag. Safety clothing will be provided by hotel for certain tasks and must be worn when needed. Hotel will provide work shirt. Tattoos must be covered. Employee will provide work shoes and work pants. Work slacks must be khaki, navy or black (or color determined by general manager). Slacks may not be any form of denim, stretch pant material, jersey material or similar materials and should be of a “dockers / chino” style pant made of cotton, polyester or similar material / blended materials. Women may wear skirts of the same color. Skirts must be of a length to cover legs to the bottom of the knee. Open toed shoes (sandals / flip flops etc), tennis shoes, work boots, hiking boots, and similar shoes may not be worn. Black, brown or navy dress shoes are appropriate and may be in a comfortable / casual style. Employees will refrain from wearing excessive jewelry while on shift including but not limited to: jewelry for tongue piercings, nose piercings, lip piercings, eyebrow piercings, more than one set of earrings, and earrings not placed in ear lobes. Hair should be kept in a neat, combed fashion. Men are required to wear a white tee shirt under uniform shirt. Men should be cleanly shaved or have a well maintained beard / mustache. Women are required to wear appropriate undergarments in appropriate color under uniform shirt. Shirts must be tucked in. Slacks must be worn with an appropriate colored belt. The general manager may establish additional dress code requirements.