



Front Desk Agent Job Description

Organization

- Report for duty on time with departmental personal presentation standards (uniform & nametag)
- Submit time off requests per department guidelines
- Be aware of planning learning/training and attend as required
- Organize your workstation to ensure you can deliver excellent customer service
- Be aware of department standards, goals, objectives, and performance
- Understand the products we sell, their price, and the processes and systems designed to present them to our customers.
- Communicate clearly between customers, reservations, housekeeping, and other hotel departments - both ways

Customer Engagement

- Be proactive in ensuring all guests are welcomed and have departed promptly
- Demonstrate and prioritize customer needs and wants
- Promote upselling
- Be fully briefed pre and post-shift, VIPs, special needs, etc.
- Respect the privacy of our customers
- Maximize enrollment in our Loyalty program and acknowledge current members
- Consistently capture guest preferences in the guest profile
- Maintain a safe secure environment for yourself, guests, and co-workers
- Ensure that guest issues are addressed promptly

Team Work

- Ensure your behavior respects the privacy, safety, and security of our guests and co-workers
 - Maintain guest balances, and cash balances, and comply with credit card policies
 - Provide constructive suggestions and feedback to management
 - Apply yourself fully during team training and briefings
 - Always deliver your best in your role and support your co-workers
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Employee Name

Date