**Why join our team?**

*Add a brief overview of why applicants should choose to join your team, such as the culture, benefits, perks, incentives (e.g., special bonuses, the “Innsiders program,” etc.), company discounts, flexible schedules, access to training and education, opportunities for career growth and advancement, etc. at your hotel.*

**Our job opportunity:**

* Position: Front Desk Agent
* Hotel name: *enter hotel name here*
* Address: *enter hotel address here*
* Hours: *enter hours*

**What you get to do in this role:**

*Modify the below standard language as needed and add unique, customized language to market your role in ways that will get applicants’ attention.*

Represents the hotel to the guest throughout all stages of the guest’s stay by working with all hotel personnel to ensure every guest experience superior customer care. Responsibilities include registering guests, assigning rooms, accommodating special requests, and ensuring the guests have a pleasant stay and smooth checkout.

* Maintains an inventory of vacancies, reservations and room assignments.
* Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
* Knows room locations, types of rooms available, and room rates.
* Registers arriving guests and assigns rooms.
* Coordinates room status updates with the housekeeping department by notifying housekeeping of all check-outs, late check-outs, early check-ins, special requests, and part-day rooms.
* Coordinates guest room maintenance work with the engineering and maintenance division.
* Uses persuasive selling techniques to sell rooms and to promote other services of the hotel.
* Knows daily activities and meetings taking place in the hotel.
* Reports any unusual occurrences or requests to the manager or assistant manager.
* Manages and resolves all guest complaints in a professional and courteous manner.
* Processes guest check-outs and handles monetary transactions.
* Maintains customers’ privacy.
* Maintains a high level of professional appearance and demeanor.
* Performs other duties as assigned.

**What candidate traits are needed to be successful in this role?**

*Modify the below standard language as needed and add unique, customized language to market your role in ways that will get applicants’ attention.*

* High school diploma or equivalent.
* Previous hotel-related experience preferred.
* Ability to communicate with public, hotel staff, and management in a professional manner.
* Knowledge of surrounding areas and local events.
* Ability to understand and adhere to proper credit, check cashing, and cash handling policies and procedures. Able to properly secure guest information.
* Ability to learn safety, emergency, and accident prevention policies and procedures.
* Skilled in the use of front office equipment.
* Knowledge of proper telephone etiquette.
* Ability to work a flexible schedule, including weekends and holidays.

**Equal Employment Opportunity**

Our hotel maintains a policy of equal employment opportunity for all employees and qualified applicants for employment without regard race, color, religion, religious creed, national origin, ancestry, alienage or citizenship status, age, disability, gender, gender identity or expression, sex, sexual orientation, pregnancy status, genetic information, uniformed service or veteran status, marital status or any other characteristic protected by applicable federal, state, provincial, or local laws.