



THE GROVE
— INN & SUITES —

JOB DESCRIPTION

JOB TITLE: FRONT DESK CLERK
DEPARTMENT: FRONT OFFICE
REPORTS TO: FRONT DESK MANAGER
ISSUE DATE: May 13, 2020

PURPOSE AND PERFORMANCE GOALS

Responds in a professional and courteous manner to arriving, departing and in-house guests by providing accurate and timely information and services. Responds to telephone and in-person inquiries regarding reservations, hotel information, directions, local attractions, and guest concerns.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greets and completes established check-in procedures for arriving guests on a daily basis, using computerized methods to ensure guest satisfaction in the rooms requested.
- Perform guest departure (check-out) on a daily basis by following computer procedures in order to close guest accounts and ensure accuracy on the folio. Correct any problems that may have been added to the folio to ensure a satisfied guest at check-out.
- Regularly calculates and/or posts monies, receipts, guest accounts and other forms of credit using accurate, proper cash handling methods in order to present the customer with timely and precise hotel charges upon check-out and maintain accurate hotel records.
- Answers inquiries and accepts reservations, both in person and by telephone, by communicating hotel rates and information by using suggestive selling techniques to sell room nights, increase occupancy and revenue.
- Maintains good customer relations by answering questions and taking care of customer concerns in a timely and knowledgeable manner, in person and on the phone.
- Operates the telephone equipment by accepting incoming calls, assisting in-house calls to get to the correct department in a timely manner, scheduling and setting wake-up calls and setting trace requests to provide guests with timely and efficient service.
- Controls cash transactions at the front desk and maintains complete responsibility for transactions during the shift.
- Maintains a friendly, cheerful and courteous demeanor at all times.
- Performs the shift check list to ensure accuracy of all aspects of the shift.
- Process all guest mail, messages and faxes by receiving, sorting notifying and distributing to mailboxes and to guests in order to ensure the information is received in a timely manner.
- Maintains the front desk log book to enhance the department communication, and communicates any problems to the next shift coming in and the supervisor.
- Serves as a cashier and attendant for gift shop as needed

SUPERVISORY RESPONSIBILITIES – Not applicable

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

High school diploma or GED. One year front desk or two years customer service experience; or an equivalent combination of education and experience preferred.

LANGUAGE SKILLS

Must be able to communicate clearly with guests, customers, supervisors, and fellow employees.

MATHEMATICAL SKILLS

Must be able to calculate amounts and apply basic addition, subtraction and multiplication.

REASONING ABILITY

Must be able to analyze routine data to make appropriate judgments regarding the process of guests checking in/out of the hotel.

CERTIFICATES, LICENSES, REGISTRATIONS – Not applicable

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees must be able to stand for extended periods of time. Use of hands, fingers, and arms is required. Job frequently requires standing, walking, bending, and crouching.

HOURS

Due to the seasonal nature of the hospitality industry, and the fact that the hotel provides guest services 24 hours a day, 7 days a week, any employee may be required to work rotating shifts, night shifts, and/or overtime. Also, depending on the season, hours may be reduced at any time.