



Position	Division	Department	Payroll Status	Start Date	End Date
FRONT DESK AGENT	ROOMS	GUEST SERVICES	SEASONAL	now hiring	09/05/2010
FRONT DESK AGENT	ROOMS	GUEST SERVICES	PART TIME	now hiring	REGULAR

JOB SUMMARY: Attend to guests' needs, including, but not limited to, registration, checkout and cashiering.

ESSENTIAL JOB FUNCTIONS:

- Greet and welcome guests upon arrival. Register guests into the computer, verifying reservation, address, and credit information.
- Ensure all security protocols are followed as well as departmental and company procedures.
- Promote the Starwood Preferred Guest Program and provide recognition and benefits to all present members.
- Knowledgeable of the Starwood Preferred Guest Program and the tier benefits.
- Answer all call by three rings and correctly transfer all calls to appropriate departments.
- Input all guest requests into Starguest, ensure completion, confirmation call to guest.
- Attend Buzz sessions make self aware of daily activities, arriving VIP's, Group/Conferences in house, special requests, and scheduled shuttles.
- Knowledgeable of all special promotions for all hotel outlets.
- Knowledgeable of all special hotel accommodation promotions and packages.
- Recognition of repeat guests and familiarization of corporate accounts.
- Correctly handling cash transactions and balancing a cash drawer to the given amount.
- Offering upgrades to coastal, club rooms, and suites when available.
- Assisting in the Marketplace for sale of merchandise, food and beverage and Starbucks coffee drinks.
- Informing and selling attraction tickets and referring guests to activities desk.
- Maintain Link and Lobby cleanliness and organization.
- Correctly processing all check outs by ensuring all billing set up and guest folios paid.
- Accept payment for guests' accounts both at the time of registration and at checkout. Maintain a house bank and make a deposit and accurate report of receipts daily. Cash checks and exchange currency for guests.
- Issue key to and control entrance of safety deposit boxes. Post miscellaneous charges as requested.
- Attend all scheduled training, departmental and hotel meetings and activities, refer all questions or concerns to immediate supervisor or departmental manager, promote positive working environment for all associates, and follow all guidelines and procedures set forth in employee handbook.

REQUIREMENTS:

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Must possess basic computer skills.
- General knowledge of the city where resort is located and its attractions.
- Extensive knowledge of the resort, its services and facilities.
- One to two years in a public contact position. Preferable one year experience in a front desk position.

PHYSICAL DEMANDS:

- Most work tasks are performed indoors. Temperature is moderate and controlled by resort environmental systems.
- Must be able to stand for periods of up to 4 hours in length and a total of eight hours a day.
- Must be able to exert well-paced ability to reach other departments of the resort on a timely basis.
- Must be able to exert well-paced ability in limited space.
- Must be able to lift up to 30 lbs. occasionally.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees.
- Ability to spend extended lengths of time viewing a computer screen.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.
- Must have finger dexterity to be able to operate office equipment such as computers, printers, 10-key adding machine, electric typewriter, multi-line touch tone phone, filing cabinets, FAX machines, photocopiers, dolly and other office equipment as needed.

QUALIFICATIONS:

- Must be at least 18 years of age or older.

