

POSITION DESCRIPTION

JOB TITLE: Front Desk Agent (Part-Time)

DEPARTMENT: Front Desk

REPORTS TO: Front Desk Supervisor and General Manager

ESSENTIAL PURPOSE: To attend to arriving and departing guests to check them into or out of their hotel rooms and handle any special requests, acting at all times in a professional and sincere manner.

ESSENTIAL DUTIES:

- To understand and respond to all guest needs and requests in a timely and professional manner.
- To follow all specified procedures to properly conduct Front Desk business, including registering guests and assigning rooms; completing group pre-registrations and key packets; blocking room assignments and reservations; pre-registering VIP's, comp rooms, and special attention guests; processing adjustments and check-outs; answering telephones; handling cash, credit, and check cashing transactions; filing room keys; handling mail and messages for guests; and transferring all necessary information to the next shift.
- To be completely familiar with all hotel information necessary to increase revenues and enhance customer satisfaction, including current rate structures and sales strategies; current special rates and restrictions; types and locations of rooms and suites available; and services, costs, hours, and location of all hotel amenities, facilities, and outlets.
- To develop and maintain a working knowledge of the local area, to be able to provide hotel guests, as requested, with information regarding location, cost, and hours of operation of local services, facilities, and points of interest.
- To maintain awareness of current business level, and to be familiar with all functions of Reservations in order to be able to assist, as needed, in these functions.
- To satisfactorily resolve guests' complaints and problems, referring to Front Desk Supervisor and/or General Manager, as needed.

- To be completely familiar with hotel emergency procedures, and provide calm, reassuring assistance to guests and fellow employees in the event of an emergency.
- To monitor cleanliness and appearance of the property, immediately reporting deficiencies to Front Desk management.
- To communicate with Housekeeping, as needed, to ensure timely delivery of requested items.
- To follow all specifications to properly handle all cash and credit transactions and maintain banks, ensuring the availability of adequate cash stock to handle transactions for the majority of the shift.
- To follow all regulations to safe-guard guest valuables, including promoting the use of in-room safes.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. English fluency required. Must have minimum one year experience in customer service position. Prefer previous hotel experience. Strong basic math skills required. Must have some computer experience. Must display knowledge of currently accepted business telephone etiquette.

SKILLS AND APTITUDES: Detail oriented. Organized and efficient. Learns quickly. Safety-minded. High quality standards for production and service. Diplomatic and calm. Strong verbal communications skills. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

WORKING CONDITIONS: Works indoors and outdoors throughout shift. Indoor includes clean, and well-lighted office and lobby areas.

PHYSICAL DEMANDS: Stands and walks short distances throughout shift. Bends, stoops, and reaches to perform routine job tasks. Heavy daily use of phones, throughout shift. Occasionally required to handle and move objects weighing up to 75 lbs. over short distances.

IMPACT OF DECISION: Decisions directly impact business levels, customer service, and the public image of the hotel. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional manner, lack of follow through, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Part-Time and, upon completion of the Introductory Period, the employee is eligible for certain benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature

Date: _____