**SAMPLE JOB DESCRIPTION: FRONT DESK AGENT**

**Company**: The Hotel

**Position**: Front Desk Agent

**Reports To**: Front Desk Manager

Reporting to the Front Desk Manager, the Front Desk Agent is responsible for greeting guests upon arrival to the hotel and checking them in/out of the hotel guest rooms.

**Duties & Responsibilities**

* Process guest arrivals and departures, including all necessary payments
* Handle & coordinate room assignments and pre-arrivals
* Handle guests’ concerns
* Offer referral for services and handle requests for information
* Handle and store luggage
* Assist with the check-in and check-out of groups and tours
* Communicate with guests during their stay via text message to ensure guest satisfaction
* Assist other departments as required

**Skills & Qualifications**

* A secondary school diploma is required
* Post-secondary training in tourism or hotel management is an asset
* Excellent communication skills
* Professional attitude
* Good organizational skills
* Effective conflict management and decision-making
* Previous experience in customer service is an asset
* Ability to use a variety of computer applications
* Cash handling experience is an asset
* Administrative skills
* Time management skills
* Ability to speak a second language is an asset
* SuperHost Customer Service training certification, an asset
* Working knowledge of the facility, services and local area

**Additional Notes:**

* Scheduling flexibility is required to meet operational needs.
* Hours may include nights, weekends and holidays
* Overtime may be required.