

Front Desk Agent Job Description

Responsible To: Hotel Operations Manager & Manager on Duty

Basic job purpose: To be of service to our guests and to sell rooms and packages as well as attending to in-house guest needs. Primary responsibility is to strive to exceed guest expectations in a professional and orderly manner and to demonstrate such a presence while at the Front Desk.

Rate of Pay: \$13.00 / hour \$14 per hour after 3 months

Primary job responsibilities:

- Ensuring the best service and comforts are provided for our guests with the ultimate goal being above expectations of satisfaction.
- Working cooperatively within the team environment.
- Perform duties as they relate to the front desk operations in an efficient and effective manner.

Interpersonal Skills

- Maintains a professional appearance with a positive attitude and is adaptable and flexible.
- Is patient, helpful and is interested in the welfare of the guests and staff.
- Has great attention for detail and works well under pressure in a fast-paced environment.
- Follows staff conduct policies and time management guidelines.
- Is organized and able to prioritize workload.
- Able to multi-task for the benefit of quality services.
- Able to work efficiently and independently with minimal supervision.
- Takes pride in a job well done.

Leadership, Team Building and Performance Management

- Handles negative situation and conflict in a constructive mode utilizing interpersonal and communication skills and techniques taught and promoted within the company.
- Initiates and constructively develops positive team dynamics with management, peers and customers.
- Demonstrates leadership and organizational skills in assisting in the planning and implementing of changes where applicable.
- Initiates communication or dialogue with supervisor or manager when processes, tasks, instructions etc. are not clear.

Specific Responsibilities

- Adhering to Front Desk & Night Audit manual procedures as outlined in these documents.
- Selling the property in a professional and accurate manner by property tours, through guest relations and reservations.
- Securing and processing reservations in an efficient and accurate manner utilizing the property management system and external channels.
- Management of reservations both within the property and externally through the use of Internet booking channels – in conjunction with the General Manager and/or Guest Services Supervisor.
- Participating in implementing and maintaining a high level of guest service and professional standards.
- Cash handling of a float, taking and processing payments and deposits.
- Performing concierge duties and activity planning.

- Arriving 10 minutes prior to your shift for cash and information handover.
- Responding quickly to guest requests or complaints in a friendly and professional manner by taking appropriate action and following up to ensure guest satisfaction.
- Other duties as assigned by the General Manager.

Guest Relations

- Ensures that the department delivers an exceptional level of guest services and is customer-focused at all times.
- Greets guests, responds effectively to guest concerns and requests. Follows up to ensure guest satisfaction.
- Is knowledgeable on community services information, provides information services and promotes overall tourism of Banff National Park.
- Refers comments or complaints to manager or supervisor

Technical Abilities and Skills

Guest Information Services

- Knows the structure and function of all hotel departments, facilities, rooms, activities, services and hours of operation.
- Is knowledgeable on community services information, provides information services and promotes overall tourism of Banff National Park.

Safety and Security

- Knows all safety, emergency and accident prevention procedures.
- Adheres to safety and security guidelines, follows emergency procedures and responds promptly, and is familiar with the use of a fire extinguisher.
- Is conscientious of and preserves hotel personnel and guest security, property and privacy at all times.
- Manages and utilizes equipment in a safe manner.
- Documents and reports any observed or known safety hazards, conditions or unsafe practices to Executive Housekeeper immediately.

Physical

- Must be in good health and physical condition.
- Requires rigorous activity; grasping, writing, pushing, pulling, standing for long periods, walking, bending, stretching, repetitive motions, hearing, visual acuity, and may on occasion have to lift and carry up to 25 pounds.

Legislation

- Complies with federal and/or provincial/territorial legislation.

Comments

Additional duties and tasks may be required and Juniper Colleagues are required to perform to the best of their ability for the greater service and efficiency of The Hotel.