



# Front Desk/Concierge

## Job Description

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### JOB DESCRIPTION

The Front Desk/Concierge responds to a wide variety of guest requests by accurately assessing the guest needs and then adding personal recommendations and touches to achieve maximum guest satisfaction while complying with all Inn policies. The Front Desk/Concierge is responsible for guest satisfaction with a goal of each guest getting exactly what they want in a very friendly and genuine manner. Complete guest satisfaction is the single most important function. It takes priority over all other daily duties. Therefore, whenever you can be of any help to a guest, be sure to offer your assistance graciously and in a timely manner, making them feel welcome.

### RESPONSIBILITIES

*Responsibilities would include, but are not limited to:*

- Greet, check in, and check out guests; handle walk-ins, stay-overs and room changes
- Answer telephones, take reservations, and direct incoming calls to necessary departments and co-workers
- Provide outstanding guest services including but not limited to making restaurant reservations, booking schooner or kayak tours, ordering lift tickets, and providing general information
- Be able to post and explain incidental guest charges and correct any mistakes
- Maintain tight control on all room keys and see that they are properly assigned to guests and accounted for
- Develop a thorough knowledge of the properties, their rooms and amenities
- Count the cash drawer on required shifts, handle cash and give change; balance cash, credit card and check payments with the nightly audit. Possess knowledge of credit card and check cashing policies and adhere to them.
- Know department heads and department functions and how they relate to each other
- Communicate clearly with Housekeeping—inform them of unit's arrival and departure status, special requests, VIPs, room or date changes, and other pertinent information.
- Develop a thorough knowledge of the computerized property management software used in the daily operations of taking reservations.
- Read and initial log book and memos daily; be aware of the current activities, meetings and groups taking place on the properties
- Have a strong knowledge of Camden, Rockport & Rockland, and their related dining options, activities, etc.
- Have a good personal appearance and follow uniform requirements provided by supervisor.
- Exhibit friendly, courteous, helpful behavior at all times; be able to react calmly and professionally when solving the problems and/or concerns of our guests.
- Be able to handle a stressful, hectic atmosphere and follow through on duties after numerous interruptions; develop problem solving and decision making skills related to the front office operation.
- Attend job related seminars and meetings when requested by supervisor.
- Be able to work various shifts, weekends and holidays; be flexible with scheduling and assist co-workers with scheduling conflicts whenever possible; be on time for scheduled shifts.

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- Complete recurring tasks as assigned by supervisor including but not limited to filing, payment collection and cancellations, drawer checks, sorting mail, and inventorying keys.
- Perform any other task, either written or verbally requested for the overall good of the operation
- Help Managers with projects and site tours when needed.
- Deliver mail, packages and messages to units and deliver cribs and rollaway beds as requested.
- Assist guests with their luggage.
- Provide basic in-room repair and maintenance needs as needed such as plunging toilets, and unclogging drains.
- Provides basic trouble-shooting support for in-room services such as Internet, Cable TV, and DVD use.
- Provide labor assistance in other departments if necessary; provide administrative assistance to management and other departments when asked

### REQUIREMENTS

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities:

- 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.
- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems.
- Must be able to stand and exert well-paced mobility for up to 4 hours in length.
- Must be able to lift up to 50 lbs. on an occasional basis.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. on an occasional basis
- Must be able to bend, stoop, kneel, squat and stretch to fulfill cleaning tasks.
- Must be able to exert well-paced ability to reach different floors of the hotel on a timely basis.
- Requires grasping, writing, typing, 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.
- 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.

### QUALIFICATION STANDARDS

- High school Diploma; 4-Year College Degree preferred.
- Prior hotel front desk experience is strongly preferred.
- Licenses or Certificates Not Applicable.
- All employees must maintain a neat, clean and well-groomed appearance per Inn standards.

**Lord Camden Inn & Grand Harbor Inn are an Equal Opportunity Employer (EOE).**