



JOB TITLE: FRONT DESK ASSOCIATE

PRIMARY OBJECTIVE:

The Front Desk Associate represents the hotel to the guest throughout all stages of the guests' stay. Customer service is the key to this position in the hospitality business and the manner used is important to both the customer and the team members. The associate must be able to perform all clerical and mechanical operations of receiving reservation information, recording it, and processing the forms and information so that rooms will be properly reserved and accurate records kept for forecasting purposes. Associate will determine a guest's reservation status and identify how long the guest will stay. Helps guests complete registration cards and then assigns rooms accommodating special requests whenever possible. Verifies the guest's method of payment and follows established credit-checking procedures. Places guest and room information in the appropriate front desk racks, and communicates this information to the appropriate hotel personnel. Works closely with the housekeeping department in keeping room status reports up to date and coordinates requests for maintenance and repair work. Associate will maintain key logs and key storage ensuring accuracy. Must be sales-minded to ensure the highest level of room revenue. Knows the location and types of available rooms as well as the activities and services of the property.

DUTIES AND RESPONSIBILITIES:

1. Registers guests and assigns rooms. Accommodates special requests whenever possible
2. Assists in pre-registration and blocking of rooms for reservations
3. Thoroughly understands and adheres to proper credit card and cash handling policies and procedures
4. Understands room's status and room status tracking
5. Knows and explains room locations, types of rooms available, and room rates
6. Uses suggestive selling techniques to sell rooms and to promote other services of the hotel
7. Coordinates room status updates with the housekeeping department by notifying housekeeping of all checkouts, late checkouts, early check-ins, special requests, and part-day rooms
8. Possess a working knowledge of the reservation department, takes same day reservations and future reservations when necessary, and knows all cancellation procedures
9. Creates room keys
10. Knows how to use front desk equipment
11. Processes guest checkouts
12. Post and file all charges to guest, master, and city ledger accounts
13. Answers all phone calls and uses proper telephone etiquette
14. Uses proper mail, package, and message handling procedures
15. Reads and initials the front desk communication log and bulletin board daily. Is aware of daily activities and meetings taking place in the hotel.
16. Attends department meetings as scheduled
17. Coordinates guestroom maintenance work with the engineering and maintenance division
18. Reports any unusual occurrences or request to the manager
19. Knows all safety and emergency procedures. Is aware of accident prevention policies
20. Maintains the cleanliness and neatness of the front desk area and lobby.
21. Understands that business demands sometimes make it necessary to move employees from their accustomed shift to another shift
22. Responsible for cash handling and the amount of money in the front desk drawer
23. Other duties as requested from the Operations Manager or General Manager

RAMADA

631 Skyland Blvd. E. Tuscaloosa, AL 35405
(t) 205-759-4431 (f) 205-758-9655