

Front Desk Associate

Job Description:

Responsible for maintaining and promoting hospitality at all times; welcoming and serving our guests in a courteous, efficient, and friendly manner, both face-to-face and on the phone. Front desk agents make the first impression by extending a warm welcome, providing information about the hotel and local area, and offering our full range of hotel amenities to our guests. Front Desk Agents are also responsible for settling guest accounts upon check-out, resolving guest issues and completing special request when necessary for our guests.

Requirements:

- Exhibits strong customer service skills, including multi-tasking
- Maintains a high level of customer service and decorum with all guests
- Open availability as shifts will be a mix of 7am-3pm and 3pm-11pm shifts depending upon availability
- Is a problem solver
- Open to cross-training and assisting in other departments as necessary

Specific duties include, but are not limited to the following:

- Provide the highest quality of service to the customer at all times
- Displays the ability to learn the Marriott FOSSE PMS system and other proprietary systems
- Check guests in and out in an efficient and friendly manner
- Promptly, effectively, and empathetically assist with guest requests and complaints
- Be very knowledgeable of Marriott Rewards program and promotions
- Develop a thorough knowledge of hotel staff, room locations, room rates, amenities, and selling strategies
- Be knowledgeable of the local area, including: shopping, entertainment, and dining
- Take reservation requests efficiently
- Block rooms and handle special requests
- Post guest charges and compute guest bill, collect payment, and make change for hotel guests following all cash handling procedures