



Job Title:	Hotel Front Desk Agent	Department:	Guest Services
Location:	Columbus, GA	Property:	
Position Type:	Full Time/Part Time		
HR Contact:	Kelli Nelson	Date Posted:	

Overview:

Responsible for checking guests in/out of hotel while providing courteous and efficient customer service to maximize room revenue and occupancy.

RESPONSIBILITIES AND REQUIREMENTS:

- Take reservations and assist guests with any questions regarding room features, property amenities, services, hours of operation, and local areas of interest.
- Ensure all guests are checked in/out in a courteous and timely manner.
- Review Front Office Log daily and monitor all VIP/Special Guests request.
- Must always be aware of current rates, packages, and promotions.
- Log and deliver all messages, packages, and mail in a timely professional manner.
- Perform, compute, and ensure all tasks/duties on checklist are completed in a timely manner.
- Run room status reports and relay necessary information to affected departments.
- Comply with standards/regulations to encourage a safe and efficient hotel operation.
- Assist with training/cross training for new hires and current employees.
- Maintain a high standard of professional appearance/grooming to include wearing the proper uniform and name tag.
- Participate in day-to-day operations and establish a pleasant relationship with staff.
- Attend/Participate in all meetings and training required by management.
- Perform other duties as assigned by management.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High school diploma or GED required.
- Must be 18+ years old.
- Microsoft Office Suite (Outlook, Excel, Word) preferred.
- Detail oriented with strong verbal/written communication skills required.
- Able to work well in stressful situations and maintain composure under pressure.
- Strong mathematical skills required to complete payment processing.
- Must pass a background check and drug screen.

PHYSICAL REQUIREMENTS

- Must be able to stand/walk for extended periods of time.
- Able to lift, carry, push, and pull up to 10-25 lbs.

DISCLAIMER:

The job description is not an exhaustive list of all functions the employee may be required to perform. Valley Hospitality reserves the right to revise the job description at any time. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:	Kristi Hargraves	Date:	2/9/2022