

# CityFlatsHotel

Job Description

## **Front Desk Agent**

**Organization Name:** CityFlatsHotel Grand Rapids, LLC

**Reports to:** Assistant General Manager, Front Desk Supervisor

**Job Location:** Grand Rapids, MI

**Employment Status:** PT

**FLSA Status:** Non Exempt

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### **Position Summary:**

First point of contact with guests; manage all aspects of their accommodation to contribute to an overall exceptional experience from check-in through check-out

### **Education:**

High School Diploma/GED and 1+ years' experience in customer service

### **Responsibilities:**

*Below is a list of typical responsibilities, these may change over time and are not inclusive of position*

- Welcome guests upon their arrival
- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Accommodate guest requests
- Respond to guest complaints in a timely and professional manner
- Communicate and collaborate with hotel staff on the status of rooms
- Liaise with housekeeping staff to ensure all rooms are clean, tidy, and fully furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees
- Up-sell guest rooms and promote hotel service and facilities when appropriate
- Maintain a clean and neat front desk
- Attend to guests at CityBru and handle daily cash responsibilities
- Refer guests to local amenities and venues
- Knowledge of Grand Rapids parking options and transportation systems
- Perform other duties requested by the Front desk Supervisor

### **Knowledge:**

- **Computer Literacy-** Knowledge and ability to navigate Microsoft Office suite of software programs and basic computer skills
- **Communication-** Knowledge of communication skills in order to engage with guests and have meaningful conversations
- **Informational-** Knowledge about the Local area in order to answer guests' questions and make recommendations about our hotel's vicinity
- **Customer & Personal Service-** Knowledge of principles and processes for providing customer service and personal services which include meeting customer needs, meeting quality standards of service, and ensuring customer satisfaction

## Skills:

### Basic Skills

- **Problem Solving-** Ability to think on your feet and solve problems as they arise with a prompt and courteous response in helping to preserve our hotel's valuable reputation
- **Organizational & Detail Oriented-** Multi-tasking with the ability to keep track of progress on multiple tasks, maintain a neat and tidy workspace, and complete complex processes & procedures without errors
- **Interpersonal Skills-** Skilled at functioning on a team and getting along with a variety of different people
- **Flexibility-** Able to work whatever schedule is needed- be that early mornings, late nights, weekends and/or holidays
- **Guest Service-** Being pleasant and friendly, working efficiently and accurately, solving problems and anything else necessary to ensure a pleasant experience for hotel customers
- **Speaking & Writing-** From responding to guest emails to writing down directions to local attractions, must demonstrate the ability to effectively communicate in written and verbal form
- **Multitasking/Time Management Skills-** ability to do many different things at the same time; managing one's own time & the time of others

### Social Skills

- **Service Orientated-** Actively looking for ways to help people
- **Neat & Professional Appearance-** Being the first thing a hotel guest sees when checking in, you are basically the face of CityFlatsHotel establishment and need to take pride in representing our brand
- **Teamwork-** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; gives and welcomes feedback; and contributes to building a positive team spirit
- **Active Listening-** giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- **Ability to Stay Calm Under Pressure-** Being able to multitask in a fast-paced environment which may mean answer the phone, greet a guest, sign for a package, and process a credit card transaction simultaneously, and able to do so without losing your cool

## Work Context:

### Communication

- Contact with others
- Electronic email
- Face-to-face discussions
- Letters and memos
- Telephone calls

### Physical Demands

*\*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Regularly required to stand for long periods of time
- Frequently required to walk
- Use your hands & fingers to handle, control, or feel objects, tools, or controls
- Specific vision abilities include color vision, depth perception & ability to adjust focus

### Conflictual Contact

- Deal with unpleasant or angry people
- Occasional conflict resolution between guest and hotel

### Work Setting

- Indoors, Environmentally controlled

