

CityFlatsHotel

Job Posting

Front Desk Agent

Organization Name: CityFlatsHotel Grand Rapids, LLC

Reports to: Front Desk Supervisor

Job Location: Grand Rapids, MI

Employment Status: PT

Position Summary:

Our uniquely designed 48 room boutique hotel needs a Front Desk Agent to serve as the face of our CityFlatsHotel brand and our management's connection with our guests. We are looking for a friendly individual who genuinely enjoys being around people and who can manage multiple tasks at once. The ideal candidate will have previous customer service experience and will understand the importance of responding quickly to guests' needs and complaints. If you've worked in the hospitality industry before, we definitely want to talk to you about our unique hotel brand. However, we are willing to train the right applicant. CityFlatsHotel encourages all employees to strive for a professional environment that promotes teamwork, respect, and consideration for one another. If this is you, we love to hear from you!

Responsibilities & Duties:

- 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

Qualifications & Skills:

- Successful history as a front desk agent or related hospitality service
- 2+ years front desk experience in the hospitality industry preferred
- 1+ years customer service experienced required
- Flexible work schedule including weekends and holidays
- Task-driven individual
- Strong interpersonal and communication skills
- Experience with hotel reservations software and room keys
- Excellent communication, written and organizational skills
- High school diploma/GED