Front Desk Agent

Hotel: Holiday Inn Express - SFO South

Job Category: Front Office          Pay Range: $17.00 per hour

Schedule/Shift: Full-time/Varies          Position Type: Non-Management/Hourly

Contact: Leila Borja, General Manager, 650-347-2381

Responsibilities and Duties:

- Organize, confirm, process, and conduct all guest check-ins/check-outs, room reservations, requests, changes, and cancellations.
- Secure payment; verify and adjust billing.
- Activate and file room keys.
- Process all guest requests and relay messages.
- Print contingency lists to have a record of all guests in case of emergency.
- Identify and explain room features to guests; supply guests with directions and information regarding property amenities, services, and hours of operation, and local areas of interest.
- Ensure that any outstanding requests or problems from the previous day receive priority and are resolved. Run and review daily reports/logs.
- Complete designated cashier and closing reports in the computer system.
- Accept and record wake-up call requests and deliver to appropriate department.
- Count bank at beginning and end of shift; secure bank.
- Process all payment types, adjustment vouchers, paid-outs, correction vouchers, and miscellaneous charges; provide change.
- Notify Loss Prevention/Security of any guest reports of theft.
- Follow all company policies and procedures; report accidents, injuries, and unsafe work conditions to manager;
- Ensure uniform and personal appearance are clean and professional;
- Maintain confidentiality of proprietary information; protect company assets.
- Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; thank guests with genuine appreciation.
- Speak with others using clear and professional language; answer telephones using appropriate etiquette.
- Develop and maintain positive working relationships with others; support team to reach common goals.
- Comply with quality assurance expectations and standards.
- Identify and recommend new ideas, technologies, or processes to increase organizational efficiency, productivity, quality, safety, and/or cost-savings.
- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.
- Perform other reasonable job duties as requested by Supervisors.

SIGNATURE OF EMPLOYEE       DATE
Responsibilities and Duties

- Process all guest check-ins by confirming reservations, assigning room, and issuing and activating room key.
- Process all payment types such as room charges, cash, checks, debit, or credit.
- Process all check-outs including resolving any late and disputed charges.
- Answer, record, and process all guest calls, messages, requests, questions, or concerns.
- Coordinate with Housekeeping to track readiness of rooms for check-in.
- Communicate parking procedures to guests/visitors and dispatch bell staff or valet staff as needed. Supply guests with directions and information regarding property and local areas of interest.
- Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy.
- Complete designated cashier and closing reports in the computer system.
- Cash guests' personal checks and traveler's checks.
- Count bank at the beginning and end of shift.
- Balance and drop receipts according to Accounting specifications.
- Follow all company safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager.
- Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets.
- Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language; answer telephones using appropriate etiquette.
- Develop and maintain positive working relationships with others.
- Comply with quality assurance expectations and standards.
- Stand, sit, or walk for an extended period of time.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.
- Perform other reasonable job duties as requested by Supervisors.