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WWW.STERLINGHOTELANDSUITES.COM

Title: Front Desk Attendant
Reports To: General Manager

JOB OVERVIEW:

Representing the first point of contact with guests and handling all stages of a guest's stay. Registering/booking guests in and out of their rooms, while accommodating any special requests.

Essential Duties and Responsibilities:

- Register guests and assigns rooms. Accommodates special requests whenever possible.
- Assists in preregistration and blocking of rooms for reservations.
- Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures.
- Understands room status and room status tracking.
- Knows room locations, types of rooms available, and room rates.
- Must be sales-minded. Presents options and alternatives to guests and offers assistance in making choices.
- Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
- Knows the location and types of available rooms as well as the activities and services of the property.
- Coordinates room status updates with the housekeeping department by notification housekeeping of all check outs, late checkouts, early check-ins, special requests, and day use rooms.
- Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
- Maintains guest room key storage, and maintains and supervises access to safe deposit boxes.
- File room keys (only for manual room key hotels)
- Knows how to use front office equipment.
- Process guest check-outs.
- Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange,
- Follows procedures for issuing and closing safe deposit boxes used by guests.
- Works closely with the housekeeping department in the keeping room status reports up to date and coordinates requests for maintenance and repair work.
- Uses proper telephone etiquette.
- Performs cashiering tasks like bill / invoice settlement, posting charges to the guest, paid out's , Foreign currency exchange etc.
- Uses proper mail, package, and message handling procedures.Courier Mail Register
- Reads and initials the pass-on log and bulletin board daily. Is aware of daily activities and meetings taking place in the hotel.
- Attends department meetings.
- Reports any unusual occurrences or requests to the manager or assistant manager.
- Knows all safety and emergency procedures, Is aware of accident prevention policies.

- Maintains the cleanliness and neatness of the front desk area.
- Understand that business demands sometimes make it necessary to move employees from their accustomed shift to other shifts.

Requirements:

- Proven experience as front desk representative, agent or relevant position
- Familiarity with office machines (e.g. fax, printer etc.)
- Knowledge of office management and basic bookkeeping
- Proficient in English (oral and written)
- Excellent knowledge of MS Office (especially Excel and Word)
- Strong communication and people skills
- Good organizational and multi-tasking abilities
- Problem-solving skills
- Customer service orientation
- High School diploma; additional qualifications will be a plus

Print Name: _____

Signature: _____

Date: _____