

Little River Inn

Position Description

Position Title: Front Desk / Reservationist

Department: Front Desk

FLSA Status: Non-Exempt

Reports Directly to: Front Desk Supervisor

Revised: 9/24/2021

Position Summary:

Provides front desk services to guests in a friendly, efficient, and professional manner, acting as Ambassador to the Inn.

Principal Duties and Responsibilities:

- Public Relations
 - Greets guests in a friendly and inviting manner.
 - Responds to guest questions.
 - Consistent professional and positive attitude and actions when communicating with guests and fellow co-workers.
 - Answer incoming phone calls from the public as well as from in-house guests in a timely, pleasant, and efficient manner, including appropriate routing of phone calls.
 - Promote sale of Inn merchandise and all revenue centers.
- Reservations / Front Desk
 - Make room reservations following established procedures including but not limited to assuring all necessary information is received and entered into the property management system on the computer, obtaining guest information, credit card, processing payment and assuring guest understands all policies.
 - Answers internal and external phone calls and provides information as needed.
 - Greets and checks guests in following established procedures. Directing guests to their room and other property locations.
 - Checks guests out following established procedures including but not limited to computing bills, collecting payment, and providing guests with necessary paperwork.
 - Maintains front desk area in a clean and orderly fashion.
 - Completes all necessary paperwork; maintains files and records.
 - Performs clerical duties as required.
 - Performs other duties as assigned by manager.
 - Assists with training and guidance of fellow co-workers as assigned.
- Guest Services
 - Responds to questions, either in person or over the phone in a courteous and professional manner.
 - Inform guests of pertinent hotel policies and directing guests to rooms and other areas of the property.
 - Provide information regarding local attractions and dining.
 - Make reservations for dining.
 - Resolve guest problems/complaints; utilize own best judgement in resolving issues or refer to management as needed.

Qualifications and Skills

- Prior experience in hospitality industry or equivalent desired, but not necessary
- Commitment to excellence and high standards
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Strong organization, problem-solving, and analytical skills.
- Ability to manage priorities and workflow.
- Working knowledge of Microsoft Word and Excel.
- Excellent customer service skills
- Ability to understand and follow written and verbal instructions.
- Professional appearance and demeanor.
- Ability to effectively communicate with people at all levels and from various backgrounds.

Physical / Mental Requirements:

While performing the duties of this job, the employee is frequently required to do the following:

- Stand or sit for long periods of time.
- Walk on sloped and uneven ground.
- Climb stairs.
- Calculate figures and amounts
- Understand and respond to a diverse population.