

HOTEL TEATRO

Position Description

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| Position: Front Desk Agent | Department: Guest Services |
| Status: Non-exempt | Reports to: Front Office Manager, Assistant Front Office Manager, Front Office Supervisor |

Position Summary:

The Front Desk Agent greets all guests with a caring, professional and helpful demeanor as well as assists the check- in and check- out processes. The Front Desk Agent settles guest accounts and performs various monetary transactions upon request, handles guest questions and concerns timely and professionally.

Essential Functions of the Job:

- Approaches all encounters with guests and employees in a friendly, professional, and service-oriented manner.
- Maintains high standards throughout daily assignment.
- Maintains a high level of guest satisfaction by doing whatever is within his/her power to ensure each guest is satisfied with his/her stay. If the situation requires greater authority, contacts the supervisor or manager on duty.
- Greets guests in a pleasant manner.
- Checks in guests properly, using names, using established departmental protocol, unless otherwise instructed by management.
- Takes immediate corrective action when guests' needs are not met and logs all guest inconveniences using the GQR format.
- Attends and contributes input to required meetings.
- Performs miscellaneous tasks as assigned by management.
- Communicates effectively and immediately any situations which may require management assistance.
- This may include employee-related issues as well as guest issues.
- Assists in maintaining cleanliness of office areas.
- Maintains professional appearance and conduct at all times.
- Demonstrates working knowledge of safety and fire procedures.
- Explains the hotel and services according to departmental protocol.
- Answers telephones according to protocol.
- Assists in emergency and security procedures as directed by management and the established emergency plan.
- Maintains accurate billing and checkout documentation, including allowance slips, for all transactions.
- Assists in training of new front office personnel.
- Invites our departing guests to return and offers assistance in making new reservations.

Additional Job Duties:

- Completes tasks and projects delegated by management; assists other departments as business volumes and staff levels demand.
- Completes shift checklists and informs management if there is anything that time does not permit.

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- Reports to work in a neatly groomed and acceptable manner as outlined in the employee handbook and departmental rules.
- Reports to shift on time.
- Enforces and complies with all policies and procedures for Hotel Teatro.

KNOWLEDGE, SKILLS AND ABILITIES NEEDED FOR POSITION: (specify whether required or preferred):

| Area | Comments | Required: | Preferred: |
|----------------------------------|---|-------------------------------------|-------------------------------------|
| Education: | High school diploma or equivalent | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Previous Work Experience: | 3 years related experience and/or training | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Language Ability: | Command of the English language | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other: Attendance | Regular attendance in conformance with the standards set by Hotel Teatro. Employees with irregular attendance/tardiness will be subject to disciplinary action up to and including termination of employment. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

PHYSICAL REQUIREMENTS: How much on the job time is spent performing the following physical activities? Does the job require weight to be lifted, carried, or force be exerted? If so, how much and how often?

| Activity | Never, Rarely, Occasionally, Frequently | Lifting Weight | Never, Rarely, Occasionally, Frequently |
|---|---|---|---|
| Standing | Frequently | Up to 10 pounds | Occasionally |
| Walking | Frequently | Up to 25 pounds | Occasionally |
| Sitting | Frequently | Up to 50 pounds | Occasionally |
| Using hands to finger & feel | Frequently | Up to 100 pounds | Rarely |
| Reaching with hands and arms | Frequently | More than 100 pounds | Rarely with assistance |
| Climbing or Balancing | Never | Other: May be subject to occasional outdoor weather conditions, moderate noise levels and long periods of standing. | |
| Stooping, Kneeling, Crouching Crawling | Occasionally | | |
| Talking or Hearing | Frequently | | |
| Tasting or Smelling | Occasionally | | |

SCHEDULE REQUIREMENTS: Hotel Teatro is a 24 hour operation and as such schedules are based on business necessity which include but not limited to weekends, holidays and evenings. Hotel Teatro will do it's best to accommodate schedule requests but do not guarantee any request will be granted.

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Upon employment, all employees are required to fully comply with Hotel Teatro's rules and regulations or be subject to disciplinary action, up to and including termination of employment. I am signing that I have received a copy of my job description and understand that it is not an exhaustive list of my job duties. I will notify my manager if there is something I do not understand or if I need additional training on any aspect of my job. Hotel Teatro is an At-Will employer and can terminate the employment relationship with or without cause or notice at any time.

Employee's Signature

Date

Manager's Signature

Date

HR Signature

Date