

# PERDIDO BEACH RESORT

Position Description

Position Title: **Front Desk Clerk**

Department: **Front Office**

Reports to: Front Desk Manager or Front Desk Supervisor

FLSA Designation: Nonexempt

Date Written/Revised: 10/02/02

**POSITION PURPOSE:** Greets and registers guests, provides prompt and courteous service, and closes out guest accounts upon completion of stay to meet the Resort's high standards of quality.

## **ESSENTIAL FUNCTIONS:**

- Greet customers immediately with a friendly and sincere welcome. Use a positive and clear speaking voice, listen to understand requests, respond with appropriate action and provide accurate information such as outlet hours and local attractions.
- Complete the registration process by inputting and retrieving information with routine difficulty from a computer system, confirming pertinent information including number of guests and room rate. Promote Resort marketing programs. Make appropriate selection of rooms based on guest needs. Code electronic keys. Non-verbally confirm the room number and rate. Provide welcome folders containing room keys, certificates, coupons and refreshment center keys as appropriate. Requires continual standing and movement throughout front office area.
- Verify and imprint credit cards for authorization using electronic acceptance methods. Handle cash, make change and balance an assigned house bank. Accept and record vouchers, travellers checks, and other forms of payment. Perform accurate, moderately complex arithmetic functions using a calculator. Post charges to guest rooms and house accounts using the computer.
- Promptly answer the telephone using positive and clear English communication. Input messages into the computer. Retrieve messages and communicate the content to the guest. Retrieve mail, small packages and facsimiles for customers as requested.
- Close guest accounts at time of check out and ascertain satisfaction. In the event of dissatisfaction, research and attempt to resolve problem within established guidelines; may include turning problem over to a supervisor.
- 5 • Field guest complaints, conducting thorough research to develop the most effective solutions and resolve complications such as location changes or credit issues. Listen and extend assistance in order to resolve problems such as price conflicts, insufficient heating or air conditioning, etc. Remain calm and alert especially during emergency situations and heavy hotel activity. Plan and implement detailed steps by using experienced judgement and discretion.

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#### **OTHER:**

Regular attendance in conformance with the standards, which may be established by the Resort from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.

Upon employment, all employees are required to fully comply with Resort rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate Hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

#### **SUPPORTIVE FUNCTIONS:**

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

- Summon guest service personnel for assistance to escort guests to their rooms as appropriate.
- Be sure to bring to the guest's attention the fact that there are safe deposit boxes available at no charge for their use.
- When a guest requests a safe deposit box, be sure to have him or her fill out the signature card completely. Get the signature from all persons authorized to have access to the box. Each time the guest uses the box, have him or her sign the signature card and compare the signatures. If for some reason the signatures do not appear identical, contact your supervisor or an assistant manager before releasing the property. Provide safety deposit boxes for guest by escorting them to the vault room, assisting the customer in opening the deposit box lock. File access slips in box order.
- When the guest releases the safe deposit box, a release notice must be signed and placed in the appropriate file.
- Ensure the guard key is protected and not left in an unsecured manner in the safe deposit box area. Also, completed guest contract cards should not be left in the area.
- Operate facsimile machine to send, receive, and log incoming transmissions. Notify guests of incoming faxes using the message function of the computer.
- Use the photocopier to make copies of items as required.
- Be sure that preregistration envelopes, or other registration materials, are located so that guests or passersby cannot see them.
- If someone requests information about a guest's arrival or room number, direct them to the house phone. Give out no information regarding a guest to anyone.

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- When calling a bellman to escort arriving guests to their room, do not announce the room number. Simply say, “please show these guests to their room.”
- When a guest requests a room key, be sure to ask the guest for his/her name and for positive identification, then check the registration records before giving out a key. Never give a key to a person not registered in the room (not even the spouse of a guest).
- When there is a delivery for a guest, accept the item and sign the delivery receipt if there is one. Do not indicate the guest’s room number on the receipt. Have the service staff deliver the package to the guest’s room, only when the guest is available to receive it. If the guest is not available, leave a message informing the guest there is a package for him/her at the front desk.
- Do not discuss security incidents (or other complaints/problems) at the front desk. Upon receiving the information, have the guest return to his/her room. Contact the manager and direct them to the guest. If the person has already checked out, have him/her wait for a manager who will escort the guest to a private area to obtain the details.
- Remove all keys/cards from the counter immediately.
- File registration cards in room number order.
- Retrieve registration cards from the files for each check out.
- Other duties as assigned by the supervisor such as assisting PBX operators or reservations agents.

### **SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and help resolve conflicts.
- Ability to stand and move throughout front office and continuously perform essential job functions.
- Ability to read, listen and communicate effectively in English, both verbally and in writing.
- Ability to access and accurately input information using a moderately complex computer system.
- Hearing and visual ability to observe and detect signs of emergency situations.

### **QUALIFICATION STANDARDS**

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**Education:**

Any combination of education and experience equivalent to graduation from high school or any other combination of education, training or experience that provides the required knowledge skills and abilities. High school diploma preferred.

**Experience:**

No prior experience required. Prior hospitality experience preferred.

**Licenses or certificates:**

No special licenses required. Individuals are required to meet the minimum bonding standards.

**Grooming:**

All employees must maintain a neat, clean and well groomed appearance (specific standards available).

**Other:**

Applicants with additional language skills preferred.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_