

Job Title: Front Desk Worker

Department: Front Desk/Reservations

Reports to: Front Desk Supervisor

Key Areas of Responsibility:

- Responsible for the guest registration process and communication of the resort's services and promotions.
- Ensures guest satisfaction by providing courteous, attentive, and efficient service at all times.
- As the first point of contact the Front Desk Co-Worker helps create a positive first impression of Capon and creates positive relationships with guests.
- Welcomes guests by greeting, answering questions, and responding to requests.
- Completes the check-in process by inputting and retrieving information from the computer system, confirming pertinent information including guest contact information, number of guest and room assignments.
- Provides welcome folders containing room keys and resort information packet.
- Directs guests to rooms by showing the location on the resort map.
- Post charges to guest rooms/accounts.
- Maintains knowledge of the front desks standard operating procedures.
- Responds efficiently and timely to guest service request and directs guest concerns to the correct department.
- Performs administrative duties such as sending and receiving faxes, making copies, and sending e-mail correspondence.
- Maintains knowledge of the resort's amenities, services, policies, menu and mealtimes, directions, and area attractions.
- Stays up to date with facilities hours of operation, menus, and special packages.
- Completes check out procedures, computes bills, collects payment and closes out guest accounts upon completion of stay.
- Resolves basic folio and billing discrepancies to resort standards and guest satisfaction.
- Assist with set up of evening snacks and beverages and refills as necessary.
- Performs other duties as assigned, requested, or deemed necessary by management.
- Assumes additional duties as needed.

Education:

- High School Diploma or equivalent.
- Associates degree or higher is preferred.

Experience:

- One year of office/clerical or customer service experience required.
- Front Desk/Hospitality experience is a plus.

Knowledge and Characteristics:

- Excellent communication and people skills
- Excellent knowledge of MS Office particularly Word and Excel, email and the Internet.
- Ability to operate basic office equipment
- Good organizational and multitasking abilities and problem-solving skills.
- Ability to learn reservation and POS computer system.
- Must be able to lift up to 15 lbs.

Tools/Equipment Used:

- Basic office equipment
- Computerized reservation/POS system
- Multi-line Telephone

Terms of Employment:

This is a seasonal position from mid-April until mid-November with spring cleaning typically beginning in Mid-March. Days will vary, but will include evening, weekend and holiday work, and potential overtime. This is an hourly position and can be full or part time. Work will be indoors in a controlled environment requiring prolonged sitting and working on a computer.

This job description is not intended to and does not create a contract or offer of employment. If hired, employment will be on an at-will basis and can be terminated by either party.