

## SAMPLE JOB DESCRIPTION: FRONT DESK AGENT

**Company:** The Hotel  
**Position:** Front Desk Agent  
**Reports To:** Front Desk Manager

Reporting to the Front Desk Manager, the Front Desk Agent is responsible for greeting guests upon arrival to the hotel and checking them in/out of the hotel guest rooms.

### Duties & Responsibilities

- Process guest arrivals and departures, including all necessary payments
- Handle & coordinate room assignments and pre-arrivals
- Handle guests' concerns
- Offer referral for services and handle requests for information
- Handle and store luggage
- Assist with the check-in and check-out of groups and tours
- Communicate with guests during their stay via text message to ensure guest satisfaction
- Assist other departments as required

### Skills & Qualifications

- A secondary school diploma is required
- Post-secondary training in tourism or hotel management is an asset
- Excellent communication skills
- Professional attitude
- Good organizational skills
- Effective conflict management and decision-making
- Previous experience in customer service is an asset
- Ability to use a variety of computer applications
- Cash handling experience is an asset
- Administrative skills
- Time management skills
- Ability to speak a second language is an asset
- Working knowledge of the facility, services and local area

### Additional Notes:

- Scheduling flexibility is required to meet operational needs.
- Hours may include nights, weekends and holidays
- Overtime may be required.