

FLAGSHIP RESORT DEVELOPMENT

Job Description

Job Title: Front Desk Representative

Department: Front Services

Reports to: Lead Front Desk Agent/Front Services Manager

FLSA Status: Non-Exempt

Prepared by: Tracy Good

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Summary: Responsible for providing quality and efficient customer service to guests and owners when greeting, checking in, checking out or responding to any inquires made. Additionally, responsible to promptly answer calls made from guest rooms and providing quality customer service when responding to their requests.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Effectively and promptly prepares the following reports: forecasts, guest arrival and departures list and room status summary.
- Responsible for ensuring an arrival list is kept at the front desk and at the registration bin.
- Ensures the accurate daily set up and maintenance of the department in accordance to the company's standards.
- Greets, obtains information, process registration and departures of guests and owners and responds to questions, concerns, or requests in a timely and professional manner.
- Responsible for ensuring their uniforms, name tags, buttons, grooming and hygiene standards present the business image desired by the Flagship Resort Development.
- Promptly answers calls made from a guest's room and effectively responds to the request.
- Responsible for retrieving and responding to faxes in a prompt and accurate manner including the input of reservations that are sent via fax.
- Assists with the daily distribution of mail/guest packages received by the department.
- Provides overall quality and professional customer service to guests and employees on a consistent basis.
- Is fully cross-trained with the PBX position.

- Responsible for logging express and early check outs.
- Responsible for collecting proper payments and/or deposit prior to allowing access to a unit.
- Responsible to keep their bank in order and stocked with change from the central cashier of manager.
- Responsible for properly directing guests and owners to contact appropriate departments for maintenance fees, mortgages, owner banking, etc.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Any combination of education and experience provided the required skill and knowledge for successful performance would be qualifying.

Language Skills: Ability to read, analyze, and interpret documents such as reports and procedure manuals. Ability to use a computer, limited skills necessary. Ability to speak effectively and professionally to guests and co-workers.

Mathematical Skills: Ability to apply concepts of basic math such as addition, subtraction, multiplication and division in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, diagram, or schedule form. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand for periods of four (4) hours in length as needed. Bending, stooping, fingering, reaching, grasping, climbing, lifting, kneeling and repetitive motions are required on a regular and continuing basis. May require walking primarily on a level surface for periodic periods throughout the day. Reaching above shoulder heights, below the waist or lifting and/or moving up to 10 lbs as required to file documents of store materials throughout the day. Proper lifting techniques required.

Work Environment: The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

For the most part ambient room temperatures, lighting and traditional office equipment as found in a typical office environment.

I have read and understand the requirements of this position.

Print Name

Date

Signature

Witness/Manager