

**Position Title: Front Desk Representative**

<b>Department:</b> Front Office	<b>FLSA Code:</b> Hourly
<b>Number of Positions:</b>	<b>Access Code:</b>
<b>License Type:</b> Casino Employee	<b>Job Code:</b> 2017
<b>Salary Grade:</b> H11	

**About the Role**

The **Front Desk Representative** represents the first point of contact with guests and handles all stages of a guest's stay.

**Position Responsibilities**

- Adhere to established company and departmental procedures, guidelines, and policies at all times
- Foster and promote a cooperative and harmonious work environment
- Promote positive customer relations for all customer by providing prompt, courteous, and efficient service
- Registers customers into the hotel and checks them out at the end of their stay.
- Maintains cash bank and prepares daily deposit of funds in hotel bank and is responsible for the immediate posting of cash payments and provides LMS generated cash receipts for customer records
- Makes necessary baggage arrangements according to hotel procedures
- Responsible for customer check out & accepts payment for settlement of all charges in compliance with hotel procedure
- Assist with checking rooms to verify the status of hotel reservations.
- Responds to customer inquiries regarding hotel services, room rates, entertainment schedules & restaurants
- Informs hotel customer about the property's services and events
- Greet customers immediately with a friendly and sincere welcome using a positive and clear speaking voice.
- Knowledge of all outlets and their hours of operation.

**Essential Functions**

- Aptitude in resolving issues with a customer-focused orientation.
- Always promotes positive public/employee relations .
- Exposure to casino related environmental factors including but not limited to secondhand smoke, excessive noise and stress relating to servicing customers in a high pressure and fast paced environment
- Must be able to stand for an entire shift and be able to move throughout the Casino/Hotel areas
- Must be able to work holidays and weekends, as well as flexible shifts and/or unusual hours

### **What's Required**

- High School Diploma or Equivalent is required
- Prior cash handling & customer service experience is preferred
- Computer related experience desired
- Ability to effectively communicate in English