

Mountain Park LODGES

AMETHYST LOBSTICK MARMOT
POCAHONTAS CABINS CHATEAU JASPER

POSITION: FRONT DESK AGENT	CLASSIFICATION: ROOMS DIVISION
PAYROLL: HOURLY	SUPERVISION: FRONT DESK SUPERVISOR
HOURS OF WORK: DEPENDANT ON BUISNESS	REVISED: 11/27/2008

QUALIFICATIONS:

- Minimum grade 12 education with diploma.
- Certification for position or previous experience an asset.
- Neat in appearance.
- Pleasing and outgoing personality.
- Good communication skills.
- Ability to accept direction.
- Ability to train and give direction.
- Sound knowledge of computers.
- Possession of typing skills an asset.
- Ability to work within a Team concept

RESPONSIBILITIES:

- Take reservations, cancellations, etc.
- Enter reservation information in computer.
- Block rooms.
- Check-in guests.
- Post charges to guest folios.
- To know the Emergency Response Manual thoroughly
- Handle guest enquiries and provide information on the hotel, the town and the surrounding area.
- Handle minor guest complaints.
- Handle major guest complaints if you are able to do so. If not, refer the guest to the Hotel Manager or Front Desk supervision.
- Check out guests.
- Be responsible for front desk float.
- Make deposits at the end of shift.
- Assist with the training of new staff.
- Provide information recounts, special guests, etc., to other departments.
- Co-ordinate room status with Housekeeping Department.
- Ensure office and lobby areas are kept neat and clean.
- Learn the Night Audit procedures.
- Perform other related duties as directed.
- Assist with other related Company duties outside of department. Primarily in Housekeeping.

GENERAL:

- The Front Desk Agent is usually the first and last contact for anyone staying in the hotel. As such, the role is vital in determining what impression the guest will be left with of our hotels. Minor problems during a guest stay will be overlooked with a personable and caring Front Desk Agent. The Front Desk Agent is a most important Ambassador for Mountain Park Lodges.