

JOB DESCRIPTION

Position:	Front Office Agent	Department:	Administration & General
Reporting:	Operations Manager	Date:	11/11/2020
Indirectly Reporting to:	General Manager		

Duties & Responsibilities

- Checking guests in and out.
- Receiving and managing reservations made online and telephonically.
- Verifying guests' payment methods during check-in.
- Assigning rooms to guests and informing them of any specials offered by the hotel.
- Organizing transport services for guests at their request.
- Providing guests with information about the hotel.
- Keeping abreast of attractions that may be of interest to guests.
- Serving as a host at conferences and ensuring that all relevant preparations are made for the event.

Requirements

- High school qualification or equivalent.
- Previous hospitality experience would be advantageous.
- Strong written and verbal communication skills.
- Well-presented and professional appearance.
- Competency with Microsoft Office.
- Ability to learn on the job.
- Excellent customer service skills.
- Must have flexible hours.

PREREQUISITES:

The ideal candidate is a highly intelligent hotel professional with outstanding, management skills and extensive hands-on experience. Available to work when needed, including weekends, holidays, and nights.

The company offers:

- Competitive remuneration package
- Prospects of evolution within a challenging working environment

