

Receptionist

LocationSchedule: Full-time

Job Summary

Process all guest check-in by confirming reservations and issuing and activating room key. Process all payment types such as room charges, cash, checks, debit, or credit.

Process all check-outs including resolving any late and disputed charges.

Answer, record, and process all guest messages, requests, questions, or concerns. Coordinate with Housekeeping to track readiness of rooms for check-in.

Communicate parking procedures to guests/visitors and dispatch bell staff or valet staff as needed.

Supply guests with directions and information regarding property and local areas of interest.

Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy.

Complete designated cashier and closing reports in the computer system.

Count bank at the beginning and end of shift.

Balance and drop receipts according to Accounting specifications.

Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets.

Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs.

Speak with others using clear and professional language; answer telephones using appropriate etiquette.

Develop and maintain positive working relationships with others.

Comply with quality assurance expectations and standards.