

## **COEUR D'ALENE INN AND CONFERENCE CENTER**

### **FRONT DESK**

POSITION: GUEST SERVICE AGENT

DEPARTMENT: FRONT DESK

HOURS OF OPERATION: 24 HOURS A DAY, SEVEN DAYS A WEEK

#### **ESSENTIAL FUNCTIONS:**

- Meeting and greeting the Guest
- Checking the Guest in and out of the hotel
- Working with several computer systems/data processing
- Handling cash, check, and credit card transactions, post non-cash transactions
- Making room reservations
- Answering and transferring in-coming and in-house calls
- Posting and setting Guest folios
- Communicating Guest's needs
- Help maintain overall cleanliness of the Front desk and Reservation areas
- Majority of your time will be spent on your feet
- Positive, energetic and helpful attitude toward fellow employees and Guests
- Assisting other departments when needed
- Completing all Hagadone Hospitality and Best Western Standards and Training

#### **REQUIREMENTS:**

- Must pass a background check
- Full adherence to uniform requirements
  - Shoes in good repair, clean and polished
  - Nametag worn always
  - Clean, crisp uniform
- Full adherence to hygiene requirements
  - Women's hair is always pulled back away from face and shoulders

- Men's hair cut and worn above the collar. Any facial hair neat and trimmed. Sideburns no longer than 1 inch
- Full adherence to other uniform and hygiene requirements dictated by hotel policy
- Punctual
- Follows all procedures and guidelines stated in the employee handbook

**PERSONALITY:**

- Outgoing, friendly, positive towards guest and other co-workers
- Highly motivated and organized
- Ability to handle complaints with a calm, professional manner
- Ability to handle situations that may arise with confidence and ease
- A desire for teamwork and to do anything needed to assist co-workers in and outside of the department