



Front Desk Agent

Best Western Plus Valemount Inn and Suites

Job Summary: Represents the hotel to the guests in a friendly professional manner throughout their stay by working with all hotel personnel to ensure every guest experiences superior customer care.

Responsibilities include registering guests, assigning rooms, accommodating special requests, and ensuring the guests have a pleasant stay and smooth checkout.

Job Duties:

- Maintains an inventory of vacancies, reservations and room assignments.
- Possesses a working knowledge of the reservations department.
- Takes same day reservations and future reservations when necessary.
- Knows room locations, types of rooms available, and room rates.
- Registers arriving guests, assigns rooms and knows cancellation procedures.
- Coordinates room status updates with the housekeeping department by notifying housekeeping of all check-outs, late check-outs, early check-ins and special requests.
- Coordinates guest room maintenance work with the engineering and maintenance division.
- Uses persuasive selling techniques to sell rooms and to promote other services of the hotel.
- Knows daily activities and meetings taking place in the hotel.
- Reports any unusual occurrences or requests to the manager or assistant manager.
- Manages and resolves all guest complaints in a professional and courteous manner.
- Processes guest check-outs and handles monetary transactions.
- Maintains customers' privacy.
- Maintains a high level of professional appearance and demeanor.
- Performs other duties as assigned.

Qualifications:

- High school diploma or equivalent preferred.
- Previous hotel-related experience preferred.
- Ability to communicate with public, hotel staff, and management in a professional manner.
- Ability to learn and adhere to proper credit, check cashing, and cash handling policies and procedures. Able to properly secure guest information.
- Ability to learn safety, emergency, and accident prevention policies and procedures.
- Skilled in the use of front office equipment and of proper telephone etiquette.
- Willing to work a flexible schedule, including weekends and holidays.
- A team player willing to help colleagues in other departments when needed
- Reliable and punctual
- Willing and able to live and work in a small community