



POSITION TITLE: Front Desk Attendant	DEPARTMENT: Rooms
REPORTS TO: Front Office Manager	FLSA DESIGNATION: Hourly Non-Exempt
DATE WRITTEN/REVISED: April 2019	

Position Overview:

Provide quality service and hospitality in a clean, organized and well-maintained front desk/office center. Assist the Front Office Manager (FOM) to uphold our company standards and mission.

Essential Functions:

- Provide superior hospitality and service to ensure an easy and satisfying guest reservation process.
- Provide superior hospitality and service to ensure an easy and satisfying guest check-in and check-out process.
- Maximize guest room revenues and guest satisfaction by providing efficient and courteous Front Desk Service.

Workplace Attitude, Behavior:

Uphold and abide by the policies in the Associate Handbook, for your position. Follow these policies, rules and regulations for the safe and effective overall operation. Must have commitment to company values.

Be a good role model and actively seek opportunities to help maintain a positive, respectful and "harassment free" work environment. Report all harassing behavior immediately.

Display a professional attitude, demeanor, conduct, and cooperation effort toward guests, peers and management. Be an excellent team player with all departments of the hotel.

Regular attendance in conformance with the schedule is essential to the successful performance of this position.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel operation. Please see your department or scheduling manager.

Work schedule prescribed by the Front Office Manager. Work overtime when requested and approved.

You, and your team, must accept the role of an ambassador of the property for our guests. You make a major impression upon our guests, regarding their stay at our property. Model the right behavior by doing the right thing for our guests.

Professionally represent the hotel and property when interacting with guests from the community and industry organizations.

Proper uniform is required and maintaining a neat, clean and well-groomed appearance per policy.

Assist all guests in a sincere and courteous manner consistent with Regency Culture of Service Training.

Know and demonstrate a working knowledge of all hotel safety, security and emergency procedures, which are required to maintain a safe and secure environment for employees and guests. Be aware of accident prevention policies.

Prepare reports, as requested, to develop a more informative database for improved management decision-making and critical evaluation of work activities.

Keep immediate superior promptly and fully informed of all problems, or unusual matters of significance. Bring these items to his/her attention to allow prompt corrective action, when appropriate.

Answer phones, at front desk, according to established procedures.

Coordinate and notify the housekeeping department of all checkouts, late checkouts, early check-ins, special requests, and part-day rooms.

Provide the accounting department with necessary information to ensure travel agent commissions are paid promptly and accurately.

Possess a working knowledge of the reservations department. Take same day reservations and future reservations when necessary. Know cancellation procedures.

File room key cards.

Read and initial the pass-on log and bulletin board daily. Be aware of daily activities and meetings taking place in the hotel.

Attend department meetings.

Coordinate guest room maintenance work with the maintenance department.

Maintain the cleanliness and neatness of the front desk area.

Other duties as assigned.

Qualification Standards:

The individual must possess the job knowledge, skills and abilities, as well as be able to explain and demonstrate that he or she can perform the essential functions of the job. This being with or without reasonable accommodation, using a combination of knowledge, skills and abilities.

Education: High School Diploma or GED.
Some college preferred.

Experience: One year past audit or front desk experience preferred

Licenses or Certificates: State requirements

Specific job knowledge, skills and abilities:

- Project a neat, clean and professional appearance.
- Be articulate and able to communicate effectively to staff and guests, verbally and in writing.
- Be committed to the highest standards of hospitality and express a sincere interest in the needs and comfort of guests.
- Must be extroverted, sales oriented, self-motivated and able to consistently project a positive attitude and pleasant personality.
- Willing to assist others and work as a team member toward common goals of the hotel.
- Be a bright, alert individual who is able to assume responsibility and exercise sound judgment.
- Perform multiple activities with speed and accuracy and adapt easily to fast paced, changing conditions.
- Be detail-oriented and follow through.



Upon employment, all employees are required to full comply with Regency Hotel Management rules and regulations for the safe and effective operation of the hotel's facilities. Employees who violate hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. It may be changed and updated at any time.

I have read and understand the requirements of the Property and Regency Hotel Management and will comply with the responsibilities of my position.

Name _____

Signature _____

Date _____

AGM Sign _____