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# Example of Desk Attendant Job Description

Our company is growing rapidly and is hiring for a desk attendant. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for desk attendant

* Deliver excellent customer service serving as the first point of contact between Granville Towers and current and future residents
* Answering telephones and directing calls to the appropriate staff members
* Be knowledgeable of all LaRive Rules and Regulations and take appropriate action if any deviations are observed
* Maintain an active presence at the front desk
* Be knowledgeable of all Summit House Rules and Regulations and take appropriate action if any deviations are observed
* Read all previous days logs/memos and stay informed of events happening at Summit House
* Input perishables and dry-cleaning into the computer based package tracking and notification program
* Organize and maintain the self-service package room
* Log all relevant information and events that happen during your shift
* Read all previous day's logs and memos and stay informed of events happening at Bridgewater Lofts

## Qualifications for desk attendant

* Prior high-volume customer service experience
* Positive, friendly and welcoming attitude
* Scheduling treatments, guest registration and processing forms of payment to include room charges, credit cards and cash
* Promote retail sales and marketing
* Organizational and communication skills, computer knowledge
* Flexibility and adaptability to ensure an optimal experience for the spa client