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# Example of Front Desk Agent Job Description

Our growing company is hiring for a front desk agent. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for front desk agent

* Answer and direct phone calls to appropriate personnel
* Conduct wake up calls
* Maintains an inventory of vacancies, reservations and room assignments
* Possesses a working knowledge of the reservations department
* Coordinates room status updates with the housekeeping department by notifying housekeeping of all check-outs, late check-outs, early check-ins, special requests, and part-day rooms
* Knows daily activities and meetings taking place in the hotel
* 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

## Qualifications for front desk agent

* Spontaneity and empathy
* High school diploma or general education degree (GED), or 1-3 years related experience and/or training
* Minimum 2 years of resort or hotel experience, preferred
* 10 Key by touch, 8000 KPH preferred
* Organizational, visual, and verbal skills necessary to deliver high-quality oral and written communications in the English Language
* Ability to stand and move throughout front office and continuously perform essential job functions with or without reasonable accommodations for the entire shift