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# Example of Front Desk Agent Job Description

Our growing company is searching for experienced candidates for the position of front desk agent. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for front desk agent

* Assists employees within the Front Desk area as needed
* Checks in guests in an efficient and friendly manner, using guest name whenever possible
* Assist guests with hotel inquiries and concerns
* Ability to meet or exceed department customer service standards
* Transmits and receives telephone messages
* Notify telephone company maintenance department of switchboard operational difficulties reported by operators
* Assist with/ and expedites workflow
* Assist with issues written and oral instructions
* Studies and standardizes procedures to improve efficiency of team
* Maintains harmony among team-members

## Qualifications for front desk agent

* Must also be available to work holidays
* Proficiency with basic computer programs, email, MS word
* Must be self-motivating, a team player and have a high level of guest service orientation
* Must have a professional attitude along with impeccable presentation
* Ability to understand and adhere to proper credit, check cashing, and cash handling policies and
* One to two years of luxury hotel Front Desk or Reservations experience