Downloaded from <https://www.velvetjobs.com/job-descriptions/hotel-front-desk-agent>

# Example of Hotel Front Desk Agent Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of hotel 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 hotel front desk agent

* Develops a detailed knowledge of reservations policies, room locations, types and configurations, and cancellation policies
* Promotes and arrange airport transfers, car hire and tours with hotel limousines as and when requested
* Prepares guest room keys, welcome booklet, registration card, welcome letter for all individual group arrivals of the day
* Audits cashier duties on a daily basis, solving all discrepancies related to Receptionist/ Cashier, reported from Accounts Department
* Remains aware of the hotel’s budgeted occupancy and average room rate
* Reviews and plan for the day’s current status of arrivals, departures, discrepant rooms and the projected day’s occupancy
* Executes and resolve room discrepancies periodically during shift
* Receive and record reservations for hotel outlets and forward them to concerned outlet
* Offers luggage assistance upon check out and request guest comments, if any about their stay
* Maintain the reception logbook & Fidelio traces for detailed handover

## Qualifications for hotel front desk agent

* Assist Guest relations staff and Duty Manager in escorts of al arrivals
* Assist in Airport Escorting service
* Resets all micros point of sales after the close of outlet for the next day operation
* Prepares F&B recap summary as per Micros Reading
* Balances all Fidelio Revenue reports with individual outlet reports
* Balances adjustment voucher (misc