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# 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. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for hotel front desk agent

* Perform other tasks as assigned by the Front Office Manager
* Assist in general maintenance and inventory of Front Office
* Listen to guest inquiries and provide appropriate responses
* Promote team work and quality service through daily communications and coordination wit other departments
* Provide general information to callers, including services and facilities available, hours of operation, daily activities, key resort personnel, special events and functions
* Accept and place wake-up call for guests
* Assist guests with “Do Not Disturb” requests, screening calls, “No Information” calls, call transfers, forwarding, pick-up, establishing conference calls, collect calls and paging/radio transmissions and equipment
* Assist guests with the placement of local and/or long distance calls
* Report and log telephone maintenance and operational problems
* Assist the Front Office Manager in the reconciliation of monthly telephone bills

## Qualifications for hotel front desk agent

* Completely familiar with Marriott Rewards program and can accurately communicate the benefits of these programs to guests
* Continuously and proactively oversees the hotel’s Queue rooms, calling/zingle guests when rooms are ready
* Assists GSA’s with all room changes, thoroughly documenting all changes and communicating pertinent information to all appropriate departments
* Works with Housekeeping on a continuous basis to maintain accurate status of all guestrooms
* Prints Guest Services reports according to required frequency schedule
* Notifies Housekeeping of special requests, late checkouts, room changes, and day-use rooms