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# Example of Hotel Front Desk Agent Job Description

Our company is searching for experienced candidates for the position of hotel front desk agent. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for hotel front desk agent

* Considerable amount of hotel front desk experience
* Responsible for maintaining the Front Desk operation which is the go-to location for lodging guests requiring assistance
* Acts as a coordinator and communications liaison with owners, guess, resort security, resort senior management and emergency services depending on the situation
* Responsible for following all established Front Desk procedures while continuously seeking new ways to improve the current process
* Performs detailed QA on same-day arrivals and all next-day arrivals to identify and mitigate any potential guest or homeowner service issues and rectify any problems with outstanding balances, soft blocked rooms, out-of-order rooms and/or oversell situations Performs a daily “bucket check” to ensure filing of all registration cards accurately matches any updates
* Acts as a liaison between guests and other departments
* Reconciles petty cash/change box daily
* Maintains cleanliness of Lobby, entryways, pool areas, stocks towels, picks up outside trash and dog poop as needed and empty’s trash cans both inside and outside as needed
* Interact with staff in a professional manner, assisting other departments with necessary information
* Obtains information necessary to guarantee rooms

## Qualifications for hotel front desk agent

* Enters guest comments daily on GSS board for communication to Hotel Executive Committee
* Ability to deal courteously and efficiently with customers and other company personnel - required
* Must live in close proximity to hotel
* High school plus diploma - required
* Make appropriate service recovery gestures in order to ensure total guest satisfaction
* Ability to clearly communicate (verbal and written with guests, associates and vendors