



# Example of Front Desk Agent Job Description

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Our company is hiring for a front desk agent. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for front desk agent

- Daily check-in/out process
- Issues room keys
- Makes and confirms extended reservations
- Post charges to folio
- Log mail and packages and ensure picked up by guest
- Prepares daily reports (credit limit, cash)
- Reviews daily arrivals and departures
- Daily bucket check
- Complete shift report in a timely manner
- Able to listen and find solutions to guest problems

## Qualifications for front desk agent

- Prior hotel front desk experience required
- Must have a fully flexible schedule
- Previous experience in luxury hospitality preferred
- Must be available AM/PM/weekdays, weekends and holidays
- This position requires a minimum formal education of a high school diploma and a minimum of less than six months job-related experience
- Minimum of one (1) year experience in Front Desk Operations or related area