



# Example of Front Desk Agent Job Description

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Our growing company is looking for a 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 front desk agent

- Process mini mart sales
- Courteously welcome all guests and provide ultimate service to ensure guest satisfaction
- Ensure that all runs smoothly during the customer's stay
- Takes care of the guest arrival at the hotel through their payment and check-out
- Answering the telephone and handles reservations for all points of sale as needed
- Handling the cash register and billing - Keeping the accounts - reimbursements, payment and keep in touch with travel agencies
- Accurate completion of all special billing requests
- All Front Desk Agents will be trained and expected to work in other areas of the Front Office when needed
- Check-in & Check-out hotel guests in a timely and congenial manner
- Build and maintain professional relationships with guests to ensure a welcoming atmosphere

## Qualifications for front desk agent

- Upon employment, all employees are required to fully comply with Newpark Resort & Hotel rules and regulations for the safe and effective operation of the facilities

- Prior front desk or customer service experience in the hospitality industry or within a hotel environment is an asset for this role but not a requirement
- Previous Front Desk Agent preferred in a luxury or ultra-luxury hotel and/ or customer service experience
- Knowledge of PMS and hotel point of sales systems
- Bachelor's or related degree preferred