

## **FRONT DESK AGENT**

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- \* Complete shift check list.
- \* Demonstrate knowledge of the amenities and features in the room.
- \* Demonstrate knowledge of the public transportation to and from the hotel.
- \* Demonstrate knowledge of business surrounding the hotel.
- \* Respond to guests' requests in a timely manner.
- \* Maintain radio communication at all times.
- \* Greet all guests with positive attitude.
- \* Checks guests in and out in timely fashion.
- \* Communicate effectively in a professional manner to all departments verbally and electronically.
- \* Check, Read, and Respond to email inquiries.
- \* Ensure that all guests expectations are met by following up the incidents and requests.
- \* Create and submit the incident report on incidents that happened when no supervisor or manager is on duty.
- \* Assign rooms according to the guest request and room assign guideline.
- \* Issue room keys to guests.
- \* Explain the hotel information to guests.
- \* Input, modify, and cancel reservations when required.
- \* Compute bill, collect payments, and make changes for guests.
- \* Show guests and potential customers the rooms when required.
- \* Confirm reservations and input special requests into reservations found in PMS.
- \* Post charges such as room charge and parking fee ,for instance.
- \* Exchange cash for guests (Traveler's check and Japanese Yen) along with the guideline given.
- \* Maintain knowledge of hotel daily activities including incidents that happened during off duty time.
- \* Print reports.
- \* Constantly answer telephones.
- \* Demonstrates knowledge of hotel operations for tenants and hotel outlets.
- \* Maintain professional attitude with guests, co-workers, and management.
- \* Self-audit cash balance at the end of each shift and report immediately to supervisor if short or over.
- \* Transfer phone calls to appropriate department and guest rooms.
- \* Attends Fire Drill and other meetings as required.
- \* Maintain knowledge of hotel safety and evacuation plan.
- \* Make arrangement for guest transportation including taxi and Super Shuttle.
- \* Verify 3rd party payment credit card name and billing address by calling the merchant services.
- \* Promote teamwork within department and among all hotel staff.
- \* Support and implement the hotel-wide procedures and local department procedures.
- \* Support and implement constant quality of service.
- \* Report to station and be ready at the beginning of scheduled shift.
- \* Know and understand the policy that regular attendance and punctuality are expected of all employees.
- \* Update guest's information into PMS such as address given on the registration card.
- \* Store and release guest's valuable items in front desk safe when requested.
- \* Receive and release packages delivered to guests and all hotel departments.
- \* Store and release guest's luggage in bell storage.
- \* Assist with other tasks as requested.

## **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

## **QUALIFICATIONS**

In order to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **1. EDUCATION AND/OR EXPERIENCE**

High school diploma or general education degree (GED) is required. No related experience or training is necessary although it is preferred.

### **2. LANGUAGE SKILLS**

It is required to be able to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals, all of which are written in English. It is also required to be able to write routine reports and correspondence in a professional English manner. Finally, it is required to be able to speak effectively in front of groups of customers or employees of organization in a professional English manner.

### **3. MATHEMATICAL SKILLS**

It is required to be able to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. It is required to be able to apply concepts of basic algebra and geometry.

### **4. REASONING ABILITY**

It is required to be able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. It is required to be able to interpret a variety of instructions furnished in written, verbal, diagram, or schedule form.

### **5. SCHEDULE**

It is required to be able to work flexibly including weekends and holidays as scheduled.

### **6. CERTIFICATES, LICENSES, REGISTRATIONS**

None of the above is required.

### **7. PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Please send your resume to [hireing@miyakola.com](mailto:hireing@miyakola.com)**