



P.O. Box 370, 6447 Holiday Valley, Ellicottville, NY 14731
www.thetamarackclub.com

JOB DESCRIPTION: FRONT DESK AGENT

Position Objective:

The Front Desk Agent is perhaps the most visible member of the Tamarack Team and requires an individual with a positive “can do” attitude.

The Front Desk Agent represents the Tamarack Club to the guests throughout all stages of the guest’s stay. He or she identifies the type of guest checking in (owner, rental guest or Resort Condominium International (RCI) exchange), then, follows the correct protocol for dealing with that respective guest. Other functions include, but are not limited to, pre-check in procedures, pre-check out and check out functions, assigning of safe deposit boxes, up-selling rental guests at the time of check in and dispensing information on the Tamarack Club, Holiday Valley and the surrounding area. The Front Desk Agent is also responsible for selling Holiday Valley lift tickets.

Reports to: Front Office Manager

Works Closely with: All members of the Tamarack Club Team. He or she works especially close with Housekeeping and the Guest Services staff.

Major Responsibilities:

1. Registers guests and assigns rooms accommodating special requests whenever possible.
2. Assists in pre registration and blocking of rooms for reservations as directed by the supervisor.
3. Thoroughly understands and adheres to proper credit card, check cashing and cash handling policies and procedures.
4. Understands room status and room status tracking.
5. Knows room locations, types, availability, room rates.
6. Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
7. Coordinates room status updates with the housekeeping department by notifying housekeeping of all check outs, early check ins and special requests.
8. Keeps track of ready rooms so that guests can get their room keys as early as possible.
9. Possesses a working knowledge of reservation functions.
10. Takes same day (walk in) reservations and rebooks guests whenever possible.
11. Knows cancellation procedures.
12. Is proficient with all front office equipment.
13. Processes guest check outs.
14. Posts and files all charges to guest and master accounts.
15. Follows protocols for issuing and closing out safe deposit boxes used by guests.
16. Uses proper telephone etiquette at all times.
17. Uses proper mail, package, fax and message handling procedures.
18. Attends department meetings.
19. Helps in the coordination of guest room maintenance with the maintenance staff.

20. Reports any unusual occurrences or requests to the department supervisor or Manager on Duty.
21. Knows all safety and emergency procedures.
22. Keeps the Front Desk area, Back Office and surrounding areas clean and neat.
23. Maintains a well disciplined, personable and friendly attitude at all times.
24. Understands the nature of our business sometimes demands staff be moved from one department to another for the good of the property. Shifts can change to keep the operation running smoothly.
25. Monitor the retail shop.
26. Accurately process retail transactions.

Qualifications:

Is proficient at the following:

1. Working as a team with co-workers and other departments
2. Targeting markets
3. Using guestroom equipment and amenities
4. Using the telephone system
5. Using the point-of-sale equipment
6. Using the front desk computer system
7. Using the front desk printers

Understands the following:

1. Types of reservations
2. Room inventory and occupancy terms
3. Room rate terms
4. Room status terms
5. Check-in and check-out guidelines
6. Room forecasts
7. Credit card (approval, denied, hold call messages)

** The duties and responsibilities that are listed are not all inclusive. Other duties may develop, be assigned or assumed in the ever growing and changing atmosphere of the organization.**