



Front Desk Guest Services Agent

Job Summary:

Guest Service Agents greet guests at the front desk and ensure they are efficiently checked in or out. Agents also manage payments and interact with guests to ensure all of their needs are met while staying at the hotel.

Duties and Responsibilities:

- Greet guests with a smile and answer their questions as required.
- Count and verify cash, shift activity, keys, gift certificates, and wireless internet cards with departing shift.
- Complete shift audits as required.
- Print updated in-house, arrival, departure, and room status reports every two hours pending activity.
- Check telephone interfaces throughout shift.
- Check all unresolved departures.
- Review service requests for arrivals.
- Ensure front desk is stocked with any items guests may require before housekeeping leaves for the day.
- Write all wake-up call requests on specified form and enter on switchboard.
- Complete in-house bucket check.
- Complete welcome calls.
- Clean and tidy front desk area.

For more information, please contact our General Manager at gm@explorerhotel.ca