

**THE RESORT AT PORT LUDLOW
JOB DESCRIPTION**

FLSA: HOURLY

POSITION TITLE: FRONT DESK / GUEST SERVICE REPRESENTATIVE

DIVISION/DEPARTMENT: ROOMS/FRONT DESK

REPORTS TO (TITLE): GENERAL MANAGER

SUPERVISES: NONE

DATE (Revised): February 26, 2002, Revised 2/24/06, 8/16/07, 9/18/08

BASIC FUNCTION: The Front Desk Clerk is responsible for the guest registration and communication of hotel services and promotions.

QUALIFICATIONS: EDUCATION, KNOWLEDGE, TRAINING, & WORK EXPERIENCE

- High School Diploma or equivalent preferred.
- Customer service oriented.
- Computer literate.
- Previous customer service experience required.
- Ability to work long hour standing on your feet.
- Able to work a variety of shifts nights, weekends and holidays.
- Must be US citizen or have green card.
- Must be able to read, write and speak English.
- Excellent people skills.
- An energetic personality.

ESSENTIAL FUNCTIONS:

- Making and changing reservations
- Multi-line phone system.
- Checking guests in and out.
- Cash handling.
- Resolving guest concerns.
- Balancing paperwork at shift end.
- Working well with coworkers

MARGINAL FUNCTIONS:

1. Taking items to guestrooms
2. Assisting other departments with their guest needs.
3. Uphold the company's Mission/Vision/Values.

ENVIRONMENT:

This is a fast paced and energetic position. The front desk is the nerve center of the Resort. The vast majority of guest needs are handled there. Multitasking is essential and the ability to deal with several different types of projects at once is also critical. The majority of your shift will take place in the space immediately behind the front desk. The ability to stand on your feet for the majority of your shift in required.

POSITION ANALYSIS/SPECIFICATIONS

	<i>N/A</i>	<i>OCCASIONAL</i>	<i>FREQUENT</i>	<i>CONSTANT</i>
Sitting		X		
Standing				X
Walking			X	
Bending Over		X		
Crawling	X			
Reaching		X		
Crouching	X			
Kneeling	X			
Balancing	X			
Pushing/Pulling		X		
Lifting/Carrying		X		
10lbs or less				
11lbs to 25lbs		X		
26lbs to 50lbs	X			
51lbs to 75lbs	X			
76lbs to 100lbs	X			
Over 100lbs	X			
Manual Dexterity				X
Fine Motor Skills				X
Gross Motor Skills				X
Eye/Hand Coord.				X
Near Vision				X
Far Vision			X	
Color Recognition				X
Hearing				X

ENVIRONMENTAL FACTORS

	<i>YES</i>	<i>NO</i>
Working Outside		X
Working Inside	X	
Working Alone	X	
Working Closely With Others	X	
Excessive Cold/Heat		X
Excessive Humidity/Dampness		X
Noise/Vibrations	X	
Working Above Ground	X	
Working Below Ground		X
Working with Chemicals/Detergents/Cleaners		X
Working Around Fumes/Smoke/Gas		X
Walking on Uneven Surfaces		X
Motorized Equipment or Vehicles	X	
Working Around Machinery/Motorized Equip.		X
Climbing on Scaffolds or ladders		X

IMPORTANT DISCLAIMER NOTICE:

The job duties, responsibilities, skills, functions, experience, educational factors, and the qualifications listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as a circumstance or condition of its business, competitive considerations, or the work environment changes.

I have read the above Position Guidelines and Position Analysis/Specifications and testify that I am able to perform the essential job functions for this position.

NAME

DATE