

THE RESORT AT PORT LUDLOW

POSITION TITLE: FRONT DESK - GUEST SERVICE REPRESENTATIVE

JOB SUMMARY:

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 customer service skills.

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 as a team player.
- Taking items to guestrooms
- Assisting other departments with their guest needs.

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 is required.