Job Title: Hotel Front Desk Agent

Job Summary:

We are seeking a Hotel Front Desk Agent to provide exceptional guest service and handle all guest interactions with the highest level of hospitality and professionalism. The Front Desk Agent will be responsible for checking guests in and out, handling payment transactions, answering phone calls and responding to guest inquiries, and coordinating with other hotel staff to ensure a seamless guest experience.

Duties and Responsibilities:

* Greet guests upon arrival and check them in using the hotel's computer system
* Handle guest checkouts, ensuring all charges are accurate and collected
* Answer incoming phone calls and respond to guest inquiries and requests
* Provide information about hotel amenities and services to guests
* Coordinate with housekeeping, maintenance, and other hotel staff to address guest requests and concerns
* Maintain a clean and organized front desk area
* Assist with other duties as assigned by management

Qualifications:

* High school diploma or equivalent
* Previous experience in hospitality or customer service preferred
* Excellent communication and interpersonal skills
* Strong organizational and time management skills
* Ability to work flexible hours, including nights, weekends, and holidays
* Proficiency with computer systems and software, including Microsoft Office and hotel property management systems

Physical Requirements:

* This position may require standing for extended periods of time, as well as lifting and carrying up to 25 pounds.

If you are interested in this position, please submit your resume and cover letter. We look forward to hearing from you!