



Cardo Hotels – Front Office Agent

Front Office Agent

Job title:	Front Office Receptionist
Reports directly to:	Front Office Shift Leader
Direct Reports:	N/A

Overall Job Purpose

- The Receptionist will enjoy working with a guest focused front office team, prepared to do whatever it takes to deliver exceptional stays for our guests' pre-arrival, in house and after departure.
- When the guests arrive, they will be pleased to find receptionist polished appearance and dedication to exceptional service that delights in the details. Will feel a sense of accomplishment knowing that have impressed each guest with personalized attention.
- Processing check-ins, check-outs, guest requests and enquiries.
- Focusing on delivering exceptional standards of customer service
- Cash and Key security and control.

Competencies

- Excellent Communication Skills
- Initiative and the Anticipation of needs
- A warm, people-oriented demeanor
- A team-first attitude
- Flexibility, problem-solving skills and multi-tasking ability
- Positive outlook and outgoing personality

Qualifications, Skills & Experience

- Fluent in both Italian and English. Knowledge of additional languages is a plus
- Strong understanding of front desk, guest services
- Great conversational skills and teamwork-oriented
- Switchboard knowledge

Candidate profile

Education and Experience

Minimum 2-year experience in similar role in comparable property with sizeable rooms and meeting spaces.

Preferred:

- Has demonstrated the ability to always work on behalf of Guests
- Has demonstrated the ability to work with other Team Members
- Successful track record of working in a collaborative/matrixed environment

Principal Accountabilities

Maintaining Guest Services and Front Desk Goals

·Process all guest check-ins, check-outs, room assignments, and room change/late check-out requests. Secure payment; activate/reissue room keys. Ensure rates match market codes, document exceptions. Verify/adjust billing for guests. Communicate to appropriate staff when guests are waiting for an available room. Advise guest of messages. Clear departures in computer system. Coordinate with Housekeeping to track room status and guest concerns. File guest paperwork or documentation. Operate telephone switchboard station. Run and check daily reports, contingency lists, and credit card authorization reports. Supply guests with directions and information. Answer, record, and process all guest calls, requests, questions, or concerns; follow up to ensure each has been met to guests' satisfaction. Arrange transportation for guests/visitors. Count and secure bank at beginning and end of shift. Cash-guests' checks, process all payment types, vouchers, paid-outs, charges, and provide change. Notify Loss Prevention/Security of any reports of theft.

- Process guest check-ins, assigning rooms and activating room keys.
- Co-ordinate with Housekeeping to track readiness of rooms for check-in and report any guest concerns.
- Answer, respond to and process all guest calls, messages, questions or concerns
- Give guests information and directions regarding property and local areas of interest
- Process check-outs and resolving any disputed charges.
- Process payments and room charges, as well as cashing guests' personal and traveller's cheques
- Confirm reservations and cancellations, running daily reports on the number of arrivals and departures.

·Follow company policies and procedures; report accidents, injuries, and unsafe work conditions to manager; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak using clear and professional language; answer telephones using appropriate etiquette. Develop and maintain positive working relationships; support team to reach common goals; listen and respond appropriately

to the concerns of employees. Comply with quality assurance standards. Stand, sit, or walk for an extended period of time. Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

- Organize and coordinate group check-in/pre-registration procedures.
- Sell rooms/accommodations to guests without reservations.
- Anticipate sold-out situations, identify how many rooms are over-committed; obtain alternative accommodations for guests with reservations.
- Block rooms in the computer, identify designated requirements.
- Perform duplicate reservation checks.
- Run and check daily reports/contingency lists.
- Supply guests with directions and information.
- Answer, record, and process all guest, requests, questions, or concerns; follow up to ensure each has been met to guests' satisfaction.
- Coordinate with Housekeeping to track readiness of rooms for check-in.
- Count and secure bank at beginning and end of shift.
- Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy.
- Complete designated cashier and closing reports in the computer system.
- Balance and drop receipts according to accounting specifications.
- Issue safe deposit boxes.
- Arrange transportation for guests/visitors.
- Process all payment types, vouchers, paid-outs, charges, and provide change.
- Welcome and acknowledge guests according to company standards.
- Anticipate and address guests' service needs.
- Assist individuals with disabilities.
- Thank guests with genuine appreciation.
- Speak using clear and professional language.
- Answer telephones using appropriate etiquette.
- Identify and recommend new ways to increase organizational efficiency, productivity, quality, safety, and/or cost-savings.
- Stand, sit, or walk for an extended period.
- Enter and locate information using computers/POS systems.

Additional Responsibilities

- Assist management in motivating and coaching employees; serve as a departmental role model.
- Support team to reach common goals.
- Follow company policies and procedures
- Report accidents, injuries, and unsafe work conditions to manager
- Ensure uniform and personal appearance are clean and professional

·Maintain confidentiality of proprietary information; protect company assets.

·Prepare/review written documents accurately and completely.

·Develop and maintain positive working relationships.

·Ensure adherence to quality standards.

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