



## FRONT DESK AGENT

| full time | part time |

Edson Hill is looking for full time and part-time front desk agents. Edson Hill is a 23 room boutique hotel with beautiful interiors throughout the property. Our employees take pride not only in their work but in the beauty of the property and the personalized experiences we strive to offer our guests. The Front Desk Agent is the first and last point of contact for our guests and will manage all aspects of their visit. Ultimately, you will help create a wonderful and memorable stay for our guests.

### DUTIES AND RESPONSIBILITIES:

- Warmly welcome guests upon their arrival, acknowledge returning guests.
- Perform all check-in and check-out tasks including posting charges to appropriate guest accounts, informing guests about payment methods, verifying credit card data, etc.
- Manage online and phone reservations and register guests collecting all necessary information. Maintain updated records of bookings and payments. Handle cash payments.
- Be up to date with different rates, package offerings, and special offers.
- Provide information about our Inn and amenities via phone, email, and with walk-in visitors.
- Act as the point of reference for guests who need assistance or information and provide personalized solutions to guest requests. Arrange events, excursions, transportation, etc. upon request from guests.
- Communicate and collaborate with other internal departments to ensure guest satisfaction including housekeeping staff to ensure all rooms are ready for check-ins and stay-overs.
- Respond to guest comments and complaints in a timely and professional manner and find the appropriate solution.
- Understand the restaurant's operation to facilitate dining reservations for guests and the public.
- Acquire extensive knowledge of our property and nearby restaurants, activities, and businesses to make the most suitable and personalized recommendations for our guests.
- Answer the phone and take and distribute messages or mail and redirect calls.
- Deliver Guest Services items to rooms in coordination with the Guest Services Manager.
- Have clear and concise verbal and written communication skills. Be polite and confident in challenging situations while maintaining patience and understanding.
- Able to be positive, proactive, and skilled at multitasking and time management.
- Comply with company procedures and safety policies.

- Be a team player who can also be self-directed and able to maximize the use of time, resources, and technology.
- Able to have a flexible work schedule that will involve weekends, holidays, and special events.
- Acquire DLC certification for serving alcohol on the property.

DETAILS:

- Excellent communication skills and a positive attitude
- Reliable transportation
- Demonstrating a passion for providing exceptional service to our guests