

# The Arlington Resort Hotel & Spa

## Job Description

**Job Title: Front Desk Clerk**  
**Department: Front Desk**  
**Reports To: Front Desk Manager**

**Approved By: R. Martorana**  
**Approved Date: 5-11-2015**  
**Classification: Non-Exempt**

### Job Summary

Perform all desk related functions including but not limited to checking guests in and out, making room reservations, giving recommendations, and providing directions with the realization that this is first impression of the hotel a guest receives.

### Essential Duties and Responsibilities

- Maintain a courteous and professional attitude at all times.
- Thoroughly understands and adheres to proper credit, check cashing, and cash handling policies and procedures.
- Able to respond to guest inquiries and resolve minor complaints. If complaint is bigger than the scope of your authority, report to Asst. Front Desk Manager and/or Front Desk Manager.
- Competent in use of front office equipment.
- Follow procedures for issuing safe deposit boxes.
- Know the procedures to redeem gift cards.
- Process guest check out.
- Have knowledge of:
  1. All hotel facilities, services, and hours of operation.
  2. Room availability for any given day.
  3. Restricted dates, rates, and room types.
  4. All room rates, packages, and promotions.
  5. Entertainment and special events scheduled in the hotel.
- Must be flexible to work any shift, including weekends and holidays.
- Be knowledgeable of reservation and PBX procedures.
- Maintain a clean and neat work area and appearance.
- Report any unusual occurrences or requests to Asst. Front Desk Manager and/or Front Desk Manager
- Know all safety and emergency procedures.
- Adhere to hotel's dress code policy.
- Perform other related duties as assigned.

**Minimum Qualifications**

- Prior hotel front desk experience preferred.
- High school diploma or GED.
- Professional and positive demeanor.
- Ability to perform multiple tasks and functions well under pressure.
- Excellent communication and organization skills.
- Ability to work cohesively with co-workers as part of a team.
- Detail oriented.

**Physical Requirements**

- Be able to stand for long periods of time.
- Moderate lifting
- Hand and finger dexterity

**Employee Acknowledgement and Agreement of Job Description**

\_\_\_\_\_  
**Employee Printed Name**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Supervisor Signature**

\_\_\_\_\_  
**Date**