



## **Job Description**

### **Front Desk Agent**

Reporting to the Manager, or in her/his absence, to the Assistant Manager, the Front Desk Agent, is responsible for customer services, operating the telephone system, making reservations, registering guests and collecting payments.

### **Main Duties**

The Front Desk Agent performs some or all of the following duties:

- Answer incoming call and operate the motel switchboard
- Maintain an accurate inventory of vacancies, reservations and room assignments via the motel computerized reservation system
- To treat all existing and potential customer in a warm, friendly and courteous manner
- Register arriving guest and assign rooms
- Answer enquiries regarding motel services and registration by letter, telephone and in person
- Provide information about services available in the community and respond to guest complaints
- Compile and check daily record sheets, guest accounts, receipts and vouchers
- Present statements of charges to departing guests and receive payments
- Provide updated list of departing and stay-over guest to the House Keeping Attendants

- To make recommendation to management on how to improve the operation....

### **Employee Requirements**

- Completion of High School diploma or equivalent ...
- The ability to relate to others and possess strong communication skills
- To have a passion for the tourism profession and the ability to transmit this enthusiasm to all existing and potential customers
- Organizational and multitasking skills with the ability to work without supervision
- Bilingual (spoken & written) in both French and English
- Basic computer skills