

Brighton Management, LLC

Sheraton Pasadena Hotel

POSITION DESCRIPTION

JOB TITLE: Front Desk Agent
DEPARTMENT NAME: Front Office
REPORTS TO: Front Desk Manager, Front Office Supervisor

I. POSITION SUMMARY:

Support one another as partners in the achievements of our common goals, including Guest Satisfaction; Associate Satisfaction; Financial Success and a Safe Environment.

Maintain a commitment to continually enhancing a uniquely exciting atmosphere and guest experience; consistently providing friendly service, and consistently providing the highest quality product and value to every customer on every occasion.

II. WORKING RELATIONSHIPS:

Reports to: Front Desk Supervisor, Assistant Front Office Manager, Front Office Manager,
Operations Manager, Director of Rooms
Interfaces with: Hotel Staff and Hotel Guests

III. ESSENTIAL JOB FUNCTIONS:

- Ensure an overall positive quality of the guest experience to every customer on every occasion to ensure guest satisfaction
- Ensure all guest issues are handled and appropriately followed up on quickly and efficiently..
- Handle guest regulation and room assignments, accommodating special requests whenever possible. Assist in pre-registration and blocking of reservations when necessary.
- Have thorough knowledge of hotel credit and check cashing policies and procedures and adhere to them.
- Have knowledge of hotel property, hotel staff and hotel services with hours of operation.
- Handle guest check-ins and checkouts efficiently and in a friendly and professional manner.
- Develop a thorough knowledge of room locations, types of rooms, and room selling strategies.
- Know cash handling procedures.
- Be able to operate and explain TDD operation for guests.
- Have knowledge of hotel rates, discounts and how to handle each.
- Have working knowledge of reservations and procedures, take same day reservations. Know cancellation procedures and walk procedures.
- Each associate is expected to carry out all reasonable requests by management, which the associate is capable of performing.

V. PHYSICAL JOB REQUIREMENTS

- Prolonged standing at desk while guests are checking in/out
- Repetitive bending, stooping, overall flexibility and lifting weight up to 30 lbs.
- Ability to read, write and understand English
- Communication skills required including clear speech and hearing ability
- Ability to manage high levels of stress

VI. JOB QUALIFICATIONS

- High school diploma or equivalent
- Good communications skills

- Ability to function well under pressure
- Computer skills preferred
- Professional demeanor and appearance

VII. SAFETY AWARENESS

- Comply with all safety requirements and regulations as dictated.

NOTE: The Sheraton Pasadena Hotel functions 7 days a week, 24 hours a day. All employees must realize this fact and be aware that at times it may be necessary to move an employee from their accustomed shift as business demands. In addition, I understand that business determines the amount of hours I work, and that some weeks I may be scheduled to work less than 40 hours and other weeks I may be schedules to work more than 40 hours per week.

Job Descriptions are subject to change at the discretion of Brighton Management, LLC.

I have read and reviewed a copy of the above job description and fully understand that violation of any of the stated responsibilities and duties may be grounds for disciplinary action.

Manager's Signature

Date

Associate's Signature

Date