

# 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

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### 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.

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Manager's Signature

Date

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Associate's Signature

Date