

General Position Information:
 This specific job description covers the basic functions, qualifications, requirements, working conditions and skills necessary, but not limited to for successful fulfillment of this position in accordance to the standards of the company.

DOL Overtime Status: <u>Non-Exempt</u>	Pay Type: <u>Hourly</u>	Location: <u>Charter One</u>
Employment: <u>Regular Full-Time</u>	Base Pay \$ _____ to \$ _____ hourly	Department: <u>Front Desk</u>
Workers Comp Code: <u>9052</u>	Level: <u>Staff</u>	Reports to: <u>Front Desk Supervisor</u>
EEOC Class: <u>9 -ServiceWrk</u>		Supervises: <u>N/A</u>

Position Summary:
 Accommodates guests of hotel by greeting, performing guest transactions, answering the telephone, operating necessary front office equipment, etc. to ensure high-quality guest relations.

Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required)

- **Education/Training (or equivalent):** H.S. Degree / GED College Degree Certification/License
 - High school diploma or GED (or high school student working towards high school diploma)
- **Experience: (Type of work experience, min. number of years):**
 - Two years customer service experience/hotel front desk experience preferred.
- **Technical or Administrative Knowledge:**
 - Must be able to add, subtract, multiply and divide.
 - General knowledge of computers.
- **Special Skills and/or Abilities:**
 - Excellent interpersonal/communication and customer service skills.
 - Maintains professional appearance and demeanor at all times.
 - Ability to meet US employment eligibility requirements and Charter One eligibility requirements.

Physical Requirements and Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the *essential functions of this job*. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

Key to denote % of time requirements necessary to perform essential functions of this job.
0% = Zero (O) 1-35% = Little (L) 36-70% = Moderate (M) 71-100% = Great (G)

- Physical Requirements: **Light:** Lifting 0-10 lbs. **Moderate:** Lifting 0-25 lbs. **Heavy:** Lifting 25+ lbs.

M -Bending/stooping	M -Standing	M -Lifting	0 -Color / Depth perception
M -Reaching above/below the waist	M -Kneeling	0-Taste/Smell	M -Fine hand & finger movements
M -Pushing/pulling movements	M -Sitting	M-Typing	0 -Operate motor vehicle
L -Climbing stairs / ladders	M -Walking		0 -Operate various equipment

- Working Conditions and Schedules:**
- G - Interacting with co-workers, vendors, and customers.
 - 0 - Exposed at times to fumes or airborne particles, toxic or caustic chemicals, extreme heat, risk of electrical shock, and vibration.
 - 0 - Exposed to various noise levels (L= office, M= showroom/service area, G= jackhammer/metal works/heavy equipment)
 - M - Office machines, phones, fax, computers, postage meter, etc.

- Necessary traits for this position:** Seeing Hearing Talking* Reading* Writing*
- Basic comprehension of English language using the traits* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.
 - Proficiency of the traits* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc: English Spanish French Other _____

Job Description (continued)

Job Functions, Unique Duties and Responsibilities:

Essential Functions include but not limited to the following:

- Greets, registers, and assigns rooms to guests.
- Issues room key to guest.
- Responsible for proper key control and other security measures.
- Answers telephone in absence of telephone operator.
- Transmits and receives telephone messages and sets up guests' wake-up calls.
- Date stamps, sorts, and racks incoming mail and messages.
- Answers inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions.
- Keep records of room availability and guests' accounts. Operates the front office computer system. Makes photocopies if needed.
- Computes bill, collects payment, and makes change for guests.
- Makes and confirms reservations.
- Posts charges such as room, food, liquor, or telephone, to guest folio.
- Makes restaurant, transportation, or entertainment reservations for guests
- Deposits guests' valuables in hotel safe or safe deposit box.
- Checks out guests and inquires about their stay.
- Promotes and supports Brand Voice and Brand initiatives such as Priority Clubs and Associate Programs.
- Actively builds awareness of the Brand to guests.
- Provides and ensures high-quality guest relations. Receives and resolves guest complaints in a manner consistent with company policy. Makes Manager on Duty aware of any guest complaints.
- Maintains the desired levels of quality assurance ratings, including guest comment cards, accounting audit and inspection scores.
- Confers and cooperates with other departments as needed to ensure coordination of activities.
- Works toward a 90% walk-in conversion rate goal.
- Ensures Inn compliance of all company policies and procedures.
- Adheres to all safety procedures and informs management of any unsafe conditions.
- Attends meetings and training as requested.
- Other duties may be assigned based on company needs.

I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.

Signature _____ Date _____