

Front Desk Clerk Job Description

- Greet and assist guests, visitors, and clients in a friendly yet professional manner, setting the tone for their overall experience
- Provide accurate information, respond to inquiries, resolve issues or reservations promptly and respectfully
- Handle check-ins and check-outs efficiently, process payments, verify information, assign rooms etc.
- Have a solid grasp of the organization's policies, procedures and services so as to disseminate information to guests or clients when needed
- Operate front desk computer system in managing reservations, room assignments and guest records
- Answer incoming calls, transfer calls to their proper department or personnel as well as take messages
- Work well with housekeeping, maintenance and other departments to make sure guest have their needs catered for
- Handle credit cards and cash transactions accurately, in line with established procedures as well as ensuring proper documentation
- Foster a professional and welcoming environment by making sure front desk area is clean and organized
- Ensure room availability and rate information are updated to reflect accurate booking and pricing
- Make keys and access cards available to guests or clients upon arrival and are collected upon departure
- Work alongside security personnel for the security of lives and property
- Maintain proper records for all occasions – guests' arrivals, departures, special requests and even incidents
- Help with processing mail, packages and other deliveries for guests or clients
- Deliver administrative support to other departments or management in tasks like typing, filing, data entry etc.
- Take part in training programs or workshops to deepen knowledge of organization's offerings as customer service skill-set

- Address guest or clients' reservations or concerns professionally and promptly, escalating to management when appropriate
- Upsell the organization's offerings, including amenities and special packages to foster the guest experience and improve revenue
- Maintain and monitor inventory of supplies like brochures, stationery, and guest amenities
- Help with events, conferences or meetings coordination as needed
- Carry out additional duties as deem fit by management such as preparing reports and audits, and assisting with special projects
- Constantly pursue opportunities for professional development and be up-to-date with best practices, industry trends and novel customer service techniques
- Work well with team members to make sure there's smooth operation and a great guest or client experience
- Adhere to a professional appearance and demeanor at all times in line with the organization's dress code and grooming standards.