

Front Desk Coordinator Job Description

- Promote products and services of the hotel
- Greet and register guests
- Check guests in and out of hotels, motels, inns, and resorts
- Determine the type and amount of bill to present to guest for payment
- Answer questions regarding room availability, rates, services, policies, recreational facilities and attractions in the area
- Update records, such as records of reservations, arrivals, and check-outs
- Make copies of keys, settle bills, and provide change for guests
- Carry out clerical duties at the front desk
- Compile lists of guests to be notified of special events or services
- Explain billing procedures to guests
- Operate a computerized front desk system (typically an online system) and use local area network (LAN) software to enter guest information into database
- Provide information to vendors regarding guest accounts through telephone or computer links, faxes, or other means.