



Kla-Mo-Ya Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529

www.klamoyacasino.com

HOTEL FRONT DESK AGENT

INTRODUCTION

Reporting to the Hotel Front Desk Lead, the Front Desk Agents primary purpose is to represent the hotel to the guest throughout all stages of the guest's stay. Determines a guest's reservation status and identifies how long the guest will stay. Helps guest's complete registration cards and then assigns rooms accommodating special requests whenever possible.

MAJOR DUTIES AND RESPONSIBILITIES

1. Receives reservations from various sources: Reservation Terminal, telephone, correspondence, and guests at front desk. Registers guests and assigns rooms. Accommodates special requests whenever possible. Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
2. Writes reservation slips and related forms and files same. Assists in pre-registration and blocking of rooms for reservations.
3. Thoroughly understands and adheres to proper credit, check-cashing, and cash- handling policies and procedures.
4. Handles changes and cancellations and apprises desk of same.
5. Reconfirms reservations for current day. Understands room status and room status tracking; Knows room locations, types of rooms available, and room rates.
6. Coordinates room status updates with the housekeeping department by notifying housekeeping of all check-outs, late check-outs, early check-ins, special requests, and part-day rooms.
7. Files room keys; Knows how to use front office equipment; Processes guest check- outs; Posts and files all charges to guest, master, and city ledger accounts.
8. Uses proper telephone etiquette.
9. Reads and initials the pass-on log and bulletin board daily. Is aware of daily activities and meetings taking place in the hotel.
10. Coordinates guestroom maintenance work with the Casino Facilities department.
11. Knows all safety and emergency procedures. Is aware of accident prevention policies.
12. Places confirmations to be mailed out in envelopes attaching appropriate forms and information.
13. Handles arrangements for groups – i.e., rooming lists and pre-registration.
14. Keeps block arrangements secure for group bookings for Sales Department.
15. Maintains records for all No-Show Accounts and handles follow-up billing procedures.
16. Maintains all pertinent information with regard to Travel Agent Commissions
17. All Reservation Clerks are to perform all other required or requested job-related duties specified by supervisory personnel.
18. Maintains the cleanliness and neatness of the front desk area.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of hotel's reservation system.
- General knowledge of office and telephone procedures.
- Pleasant telephone personality.
- Employee Relations – Ability to deal effectively with Front Office Employees.
- Equipment – Reservation Terminal, Credit Card Terminal, Front Office Register, Switchboard.
- Money – Handles deposits and all pertinent paperwork.
- Business Contacts – Internal and External – Frequent contact with inside and outside source.
- Ability to lift up to 30 lbs., stand for long periods of time, bend, push, pull, and walk long distances.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.



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SUPERVISORY CONTROLS

The Front Desk Agent / Reservationist works under the direct supervision of the Hotel Manager, who provides general direction. Work is assigned in the terms of urgency and objectives. This position must be able to work independently and follow instructions.

QUALIFICATIONS, EXPERIENCE, EDUCATION

- Must be at least eighteen (18) years of age, **REQUIRED.**
- Six (6) months previous experience in housekeeping, **preferred.**
- Must submit to and clear an Alcohol/Drug Screen, **REQUIRED.**
- Must pass pre-employment background check. **REQUIRED**
- Indian Preference will apply.