

**Job Title:** Amenities Attendant  
**FLSA:** Non-exempt  
**Reports To:** Marina Manager

**Department:** Big Arm Resort  
**Status:** Full-time - Seasonal  
**Pay Grade:** 5

**SUMMARY:**

This position will represent Big Arm Resort to the guest throughout all stages of the guests stay. Determines a guest's reservation status and identified how long the guest will stay. Helps guest complete registration cards and then assigns rooms accommodating special requests whenever possible. Verifies the guest's method of payment and follows established credit-checking procedures. Places guest and room information in the appropriate front desk racks and communicates this information to the appropriate hotel personnel. Works closely with the Housekeeping Department and Maintenance in keeping room status reports up to date and coordinates request for maintenance and repair work. Must be sales minded. Present options and alternatives to guests and offers assistance in making choices. Knows the location and types of available rooms as well as the activities and services of the property. Greet and interact with customers. Process transactions and sell cigarettes and all other amenities offered. Communicates with marina staff if marina slip is rented.

**ESSENTIAL DUTIES & RESPONSIBILITIES INCLUDE THE FOLLOWING:**

- Greet and interact with customers
- Process transactions
- Technology skills include POS/cash register, phone equipment.
- Registers guests and assigns rooms. Accommodates special request whenever possible.
- Assists in pre-registration and blocking of rooms for reservations
- Thoroughly understands and adheres to proper credit, check/cash payment, and cash-handling policies and procedures
- Maintain a teamwork effort
- Understands room status and room status tracking
- Knows room locations, types of rooms available, and room rates
- Uses suggestive selling to sell rooms and to promote other services of the hotel
- Coordinates room status updates with the housekeeping department by notifying housekeeping of check-outs, late check-outs, early check-ins, special requests and part day rooms
- Processes reservations received from all avenues including telephone, fax, e-mail, and travel agents
- Understands and is able to process group block/rooming list reservations
- Knows how to check and communicate availability of room types and rate classes
- Follows proper procedures for processing Preferred Corporate rates including company name and information for tracking purposes
- Processes cancellations and modifications promptly
- Understands hotel policy on guaranteed reservations and no-show charges
- Ability to process and monitor advanced deposits
- Knows how to use front desk equipment and programs
- Processes guest check-outs
- Uses proper telephone etiquette
- Uses proper mail, package, and message handling procedures for guests and hotel

- Reports any unusual occurrences or requests to the Front Office Manager or General Manager
- Promotes goodwill by being courteous, friendly and helpful to guest, managers and coworkers
- Always wears appropriate uniform as prescribed by company policy and maintain personal cleanliness
- Periodic cleaning projects
- Must possess excellent customer service, excellent communication skills, and great telephone etiquette. Will deliver the highest level of responsive, courteous and effective customer service.
- Very organized and detail oriented and be able to multi-task
- Must work well with others.
- Maintain a teamwork effort
- Clean working area and the Front Desk Lobby presentable and maintain all equipment.
- Other duties as assigned

#### **EDUCATION AND/OR EXPERIENCE:**

- High school diploma or equivalent.
- Must be able to read and understand written instruction
- Six months of computer experience is required.
- Cash handling experience required.

#### **SPECIAL QUALIFICATIONS:**

- Customer Service position that deals with guest, other public entities and all employees of S & K Gaming LLC properties. Including Kwataqnuq, Big Arm Resort, Gray Wolf Peak Casino and Polson Bay Marina
- Understands that business demands sometimes it is necessary to schedule employees from their accustomed shift to other shifts
- Problem solving and decision making
- Skill in observing situations and decision making
- Remains calm under pressure and in stressful situations
- Good customer service skills
- Supervision exercised – none
- Must be able to work with people and be courteous and timely when handling customers
- Knows all safety and emergency procedures and is aware of accident prevention policies
- Consults with all of Big Arm Resort staff
- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing.

#### **PHYSICAL DEMANDS & WORK ENVIRONMENT:**

- This position requires minimal physical activity
- Able to stand extensive periods while working the front desk
- Bending, stretching, and kneeling for long periods of time
- Ability to work flexible hours/shifts including evenings, weekends and holidays required.
- Must be able to multi task

**CERTIFICATES/LICENSES & REGULATIONS:**

- Customer Service
- Cash Handling
- POS Training
- Visual One Training
- Other Trainings as specified by the Big Arm Resort

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary based on the specific tasks assigned to the position.

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements.

By signing this document, I certify that I meet **all** the physical requirements for this job without limitation.

\_\_\_\_\_  
Employee Print & Sign

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Representative

\_\_\_\_\_  
Date