Job Title:Front Desk AttendantDepartment:2121FLSA:Non-exemptStatus:Full-time

Reports To: Front Desk Supervisor **Pay Grade:** 5

Benefits: Eligible upon 90 days – PTO/Holidays/Health/Optical/Dental/Life

Retirement: Eligible for enrollment on the first day of hire

SUMMARY:

This position will represent KwaTaqNuk 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 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.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Customer Service position that deals with guests, other public entities and all employees of S & K Gaming, LLC
- Registers guests and assigns rooms
- Accommodates special requests 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
- 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 venues including telephone, fax, e-mail, and travel agents
- Understands and can 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 Desk Supervisor, Hotel Manager or Security Manager
- Promotes goodwill by being courteous, friendly and helpful to guests, managers and coworkers
- Always wears appropriate uniform as prescribed by company policy and maintain personal cleanliness

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- Periodic cleaning projects
- Maintain a teamwork effort
- Other duties as assigned

SUPERVISION EXERCISED:

None

EDUCATION AND/OR EXPERIENCE:

- High school diploma or GED required
- Computer experience required

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- Problem solving and decision making
- Skill in observing situations and decision making
- Skill in dealing courteously with the public
- Knows all safety and emergency procedures and is aware of accident prevention policies

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
- Understands that business demands sometimes requires employees are scheduled to other shifts
- Ability to work flexible hours/shifts including evenings, weekends and holidays required

CERTIFICATES/LICENSES & REGULATIONS:

- Required to watch Customer Service video annually
- Required to watch Sexual Harassment video annually
- Cash handling training required
- Visual 1 training required
- 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
- It is always the responsibility of the employee to have all documents current and valid

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 <u>all</u> the physical requirements for this job without limitation.

Employee Print & Sign	Date
HR Representative	 Date

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