**Front Desk Job Description**

**Reports To:** Motel Manager

**SUMMARY**

To be a successful front desk clerk, Customer Service is your main objective. Your position is the first connection between guests and motel.

**Duties:**

* Open office: conduct daily audit and prepare all paperwork for the day
* Answer the phones
* Make reservations
* Check guests in and out in a timely manner
* Extend stays as needed each day
* Collect payment from guests
* Prepare maintenance request forms
* Update various spreadsheets daily
* Sell our rooms to inquiring companies and public
* Maintain a clean and welcoming front office
* Keep a friendly rapport with tenants
* Convey all rules and regulations to guests clearly and ensure they are followed
* Maintain files for each tenant and room
* Prepare paperwork for Security at night and housekeeper’s list for the morning
* Close office: send reports, make deposit, count cash drawer, lock-up.

**Requirements:**

* Ability to read, write, and speak English clearly
* Organizational and Customer Service Skills
* Must have solid computer skills, Reservation systems, Microsoft Word and Excel
* Must possess an understanding of time-management
* Ability to sit and/or stand for long periods of time and lift at least 50lbs
* Willing to work extra hours to ensure all tasks are completed every day
* Willing to work in adverse weather conditions (occasionally) as we are an outside entry facility
* Maintain a professional appearance and attitude
* Must be self motivated and able to complete tasks with little or no supervision
* Must follow company policies and procedures