



Front Desk Attendant Job Description

The NuWray Hotel

Front Desk Attendants report directly to the Hotel Manager and are responsible for providing the best customer service and front-line hospitality for guests at the NuWray Hotel. Primary responsibilities include guest check-in and check-out, answering and returning phone calls and emails, making reservations, handling guest inquiries, light cleaning and maintenance, and maintaining lobby cleanliness and information. As the first person a customer may interact with, this position should develop a broad knowledge of NuWray Hotel history, services, and room types, as well as Burnsville area activities and happenings to recommend to guests. This position may also be asked to provide general support to other staff in the hotel and restaurant.

Responsibilities include (but are not limited to):

- Making reservations, handling guest payments and billing, and providing general customer service.
- Maintaining guest records accurately, inputting information into Property Management System (PMS), paying close attention to details, notes and comments.
- Operating the room keycode software system and communicating relevant information to guests.
- Handling guest arrivals and departures with a friendly and helpful attitude, including registering guests, and helping with luggage.
- Knowledge of upcoming group and corporate bookings, VIPs, and special events.
- Working cohesively with co-workers as part of an effective team.
- Handling guest complaints and issues promptly, resolving them to ensure guest satisfaction.
- Communicating clearly and efficiently regarding room or guest issues, and handling special requests.
- Maintaining lobby information, retail items, and general cleanliness and orderliness.
- Answering phone calls and emails, and promptly responding to messages.
- Handling end-of-shift reports & cash drawer close-out.
- Maintaining a professional and friendly attitude at all times.

Qualifications:

- High school diploma (or GED). Additional education, training, or certification preferred.
- 1–2 years of customer service experience, preferably in a hotel/restaurant setting.
- Solid knowledge of service and quality standards and willingness to go above and beyond to make a guest feel welcome.
- Exceptional interpersonal and communication skills (written and verbal); proficiency in English; ability to interact positively with all types of people.
- Computer skills and the ability to learn new technology and systems quickly and easily.
- Attention to detail, self-starting, efficiency & ability to work well unsupervised.
- Professional; high ethical standards; reflects company core values.
- Availability to work shifts including evenings, weekends, and holidays.

Physical Requirements:

- Ability to stand continuously for 8 hours
- Should be able to climb stairs with ease and lift up to 35 pounds occasionally
- Must be able to communicate clearly