

**Job Description\***

**Job Title** Hotel Front Desk Associate

**Department** Hotel

**Reports To** Front Office Supervisor

**FLSA Status** Non-Exempt

**JOB SUMMARY**

Responsible for the successful overall activities related to the Front Desk of the Hotel, ensuring smooth and efficient operations. The Front Desk Associate Represents the hotel to the guests and visitors throughout all stages of the guest’s stay. Assists guests making reservations at the hotel and restaurant(s), registers guests into the hotel, verifies guest’s method of payment, follows established credit and credit card procedures, assigns rooms, provides room keys and accommodates special requests whenever possible. Works closely with other departments of hotel and Casino. Assists in sales and reservations of the hotel, restaurants, events and Casino operations, presents options and alternatives to guests and offers assistance in making choices. Performs cashiering tasks such as folio, bill and invoice settlement, posting, adjusting and refunding charges to the guest’s folios, paid outs, collection of cash payments, refunds, deposits, and issuing of correct change.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Promote an open, friendly and high level of service to the hotel, restaurant and Casino customers and fellow team members. Provide a supportive team atmosphere.
2. Assist guests with the reservation, cancellation, check-in and check-out process in a courteous, efficient, timely, polite and professional manner.
3. Ensure that the reservation, cancellation, check-in and check-out process is handled in accordance with company policy by processing cash, credit card, credit, players club and Casino transactions accurately and in a manner that protects company’s assets.
4. Assist in pre-registration and blocking of rooms and meeting facilities for reservations.
5. Operate telephone system in a courteous, efficient, timely, polite and professional manner.
6. Process messages, mail, packages and deliveries in an efficient and timely manner.
7. Read, update, communicate and initial pass-on logs. Read and respond to memos and bulletin board postings, keep aware of daily activities, events and meetings taking place at the hotel, restaurant and Casino.
8. Coordinate and communicate room status updates with the other hotel departments including updates on check-outs, stayovers, late check-outs, early check-ins, special requests, day use rooms, meeting rooms and special events.
9. Answer guest questions regarding hotel, restaurant, Casino and property facilities and events, and insure that adequate information is provided.
10. Respond to customer and guest concerns, complaints or questions directly in a courteous, efficient, timely, polite and professional manner. Follow-up by conveying guest’s concerns or complaints to appropriate supervisor or Department head.
11. Ensure the Front Desk and Back Office areas are clean and free of obstructions. Assist Front Desk team with housekeeping of front and back office.
12. Operate office equipment such as the computers, telephones, calculators, two-way radios, fax/copier, key machine, credit card reader, etc.
13. Assist all other departments and staff to ensure and provide a high level of service to the guests.
14. Assist and aid in the completion of projects with other staff as assigned.
15. Keep supervisors and Director of Hotel Operations appraised of any safety concerns. Take immediate action with regard to conditions threatening the life or safety of any person or property.
16. Assist supervisors and Director of Hotel Operations in enforcing the Casino and Hotel’s policies, procedures, rules and regulations and other tasks as may be assigned.
17. Maintain a consistent, regular attendance record.
18. Understand, train on and comply with all safety and emergency policies and procedures. Follow safe work practices and accident prevention policies and procedures. Report any unsafe work conditions to appropriate supervisor, department head and/or Director of Hotel Operations.
19. Report any illegal activities or unusual requests or occurrences to the appropriate supervisor, department head and/or Director of Hotel Operations.
20. The Point Casino and Hotel expects the Front Desk Associate to dress appropriately in business attire. Because this position will receive frequent visits from customers, clients, and the public, professional business attire is essential. Business attire for men includes suits, sports jackets and pants that are typical of business formal attire at work. For women, business attire includes pant and skirt suits and sports jackets appropriate to a formal business attire environment. Approved closed toe, non-slip safety shoes are mandatory, sandals or open toe/open heel shoes are not allowed.

**QUALIFICATION REQUIREMENTS**

1. High School Diploma or G.E.D. required
2. Previous hotel related experience desired, however, experience in other guest/ customer related positions may be substituted
3. Must possess effective communication and organizational skills.
4. Must be able to speak, read, write and understand the English language. Must be able to read reports, policy and procedures manuals, safety and technical instructions. Able to understand and respond to inquiries or complaints from others.
5. Ability to add, subtracts, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
6. Ability to work flexible hours, varied schedules and at times, a six-day work week; to work under stress and with patience and tolerance as a means to maintain sufficient operational coverage.
7. Knowledge of local community and local businesses and the ability to communicate this information to guests and visitors of the hotel and Casino.
8. Excellent customer service relations, communications, and interpersonal skills both written and verbal.
9. Proficient in the operation of computers, Microsoft Office Suite of products, calculators and point of sale systems.
10. Ability to work directly with guests, customers and employees, providing information and assistance on a daily basis.
11. Must establish and maintain cooperative, trustworthy, directional working relationships with other employees.
12. Must be reliable and punctual.
13. Must be able to work well under pressure while being detail oriented.
14. Ability to follow through and accomplish goals.
15. Ability to independently solve problems using good judgment and creativity.
16. Ability to successfully pass background check and maintain Class III gaming license issued by the Port Gamble S’Klallam Tribal Gaming Agency.
17. Ensure compliance with The Port Gamble S’Klallam Tribe of Indians-State of Washington Gaming Compact, Minimum Internal Controls, NlGC regulations, OSHA, local, state & federal Life Safety Codes, the Noo-Kayet and The Point Casino Policies and Procedures.
18. The Hotel is open 24 hours a day, seven days a week year round. Although the leadership prefers to provide all staff with a regular set schedule, business demands and staff requests sometimes make it necessary to alter, change or rearrange schedules and shifts.

**PHYSICAL REQUIREMENTS**

1. Frequently exerting up to fifty pounds of force and/or a negligible amount of force to lift, carry, push, pull, or otherwise move objects, including the human body.
2. Involves heavy lifting. Exerting up to 25 pounds of force.
3. Frequently involves standing for sustained periods of time.
4. Occasionally requires crouching.
5. Often requires walking or moving about to accomplish tasks.
6. Constantly requires working with fingers rather than with the whole hand or arm.
7. Constantly requires the ability to receive detailed information through oral communication, and to make fine discrimination in sound.
8. Constantly requires verbally expressing or exchanging ideas or important instructions accurately, loudly, or quickly.
9. Occasionally requires stooping which entails the use of the lower extremities and back muscles.
10. Occasionally requires reaching by extending the hand(s) and arm(s) in any direction.
11. Occasionally requires raising objects from a lower to a higher position or moving objects horizontally.
12. Constantly requires repetitive movement of the wrists, hands, and/or fingers.
13. Requires clear vision at 20 inches or less, the ability to identify and distinguish color and to adjust focus.

**TYPICAL ENVIRONMENTAL CONDITIONS**

The worker is frequently subject to inside environmental conditions, which provide protection from weather conditions but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions. The inside environment is often loud and stimulating. There is smoking permitted inside the casino facility.

**TRAVEL REQUIREMENTS**

May be required for some positions.

**ACKNOWLEDGEMENT STATEMENT**

NKDC and its entities are “at will” companies. This means that the employee or the Company may terminate employment at any time and or any reason. Management has the exclusive right to alter this job description at any time without notice. The document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability, not is it intended to be an employment agreement or contract.

By signing below, both employee and supervisor acknowledge that this Job Description will provide the basis for general duties and responsibilities related to the job, and associated evaluations thereof.

Employee Signature Date

Employee Name (Please Print)

Supervisor Signature Date

Supervisor Name (Please Print)

*NKDC and its entities are committed to having a drug and alcohol free work environment.*