

JD For Hotel Receptionist

Job Title: Hotel Receptionist

Company: [Company Name]

Location: [City, State]

Job Description:

The Hotel Receptionist is responsible for ensuring a positive and welcoming experience for all guests, from check-in to check-out. This individual will be responsible for managing guest reservations, providing information about the hotel and local area, and handling guest complaints and concerns.

Key Responsibilities:

- Manage guest check-in and check-out processes
- Handle guest reservations, including taking payment and making room assignments
- Provide guests with information about the hotel and local area, including directions and recommendations
- Respond to guest complaints and concerns in a timely and professional manner
- Update guest information in the hotel's computer system
- Work closely with other hotel departments to ensure a seamless guest experience

Competency Requirements:

- Strong communication and interpersonal skills
- Excellent customer service skills
- Ability to multitask and work well under pressure
- Strong organizational and time-management skills
- Basic computer and typing skills
- Ability to work flexible hours, including evenings, weekends, and holidays

Qualifications:

- High school diploma or equivalent
- Minimum of 1 year of customer service or hospitality experience
- Experience working in a hotel or similar environment preferred
- Ability to pass a background check and obtain a gaming license as required by state law.