

Summer:
PO Box 476
Mackinac Island, MI 49757
(May - October)



Winter:
PO Box 7706
Ann Arbor, MI 48107
(November - April)

Hotel Clerk

The **Hotel Clerks** at the Murray Hotel serve as the face of our 69-room historic hotel. We need friendly individuals who can interact and provide excellent customer service both in-person and over the phone. **To apply please visit our website and click on the contact us tab for the employment page.**

Mission Statement:

We share the Murray experience of hospitality that makes all feel welcome. Giving service that makes you happy, showing love and care in all our actions, we strive to enrich as many lives as we possibly can.

Position Responsibilities:

- Book reservations, over the phone and in-person
- Check guests in and out
- Guide guests on all aspects of the hotel and island
- Communicate with all hotel staff including dock porters, maintenance, housekeeping, clerks and management to ensure 100% guest satisfaction
- Successfully deal with suggestions and complaints by taking initiative to resolve them or forward them to the right manager/employee
- Handle payment and invoice issues
- Help with fudge and Amigo burrito sales when necessary

Position Requirements:

- Must be able to multitask and work in a fast-paced environment
- Basic typing and computer skills are necessary
- High level of customer service and communication skills (both written and verbal)
- Must be willing to maintain confidentiality
- Customer service experience and bilingual skills are a plus but not required

Hotel Clerks are paid \$15 an hour. We do pay overtime (one-and-one-half times your regular hourly rate). Overtime is considered more than 40 hours per week. Most employees are scheduled to work six days a week. Each shift usually consists of a six-and-a-half-hour workday. Must be willing to work weekends and holidays.

Uniform Requirements: Black or khaki pants and comfortable non-colored (black, white, grey, brown) shoes as you will be on your feet a lot. Uniform shirts must be worn tucked in with a belt and all employees must be clean-shaven or neatly groomed at all times.

The Murray Hotel provides the uniform for all Desk Clerks. You will need to be responsible for the shoes and ensure that you have a belt. All clothing provided by the hotel **must be returned** in good condition at the end of your employment with the Murray Hotel, Inc.

Employee's responsibilities are inclusive of, but not restricted to the above description. This job is as important as every other position in the hotel and should be treated as such.



Celebrating Over 140 Years of Hospitality

