

Job Description-Front Desk Agent

At Holiday Inn Express® we want our guests to relax and be themselves which means we need you to:

- Be you by being natural, professional and personable in the way you are with people
- Get ready by taking notice and using your knowledge so that you are prepared for anything
- Show you care by being thoughtful in the way you welcome and connect with guests
- Take action by showing initiative, taking ownership and going the extra mile

JOB OVERVIEW

Job Title: Front Desk Agent

Reports to: FD Operations Supervisor, Guest Relations Supervisor, Management Team

Starting Wage: \$17.20 HR

Three Month Probation term

The main focus is to create an overall positive guest experience through interactions with guests which include the reservation process, telephone interactions and email interactions. The Front Desk Agent is expected to go above and beyond to ensure that our guests are treated with world class customer service and create returning guests for the hotel.

DUTIES AND RESPONSIBILITIES

1. Reservations and Altering reservations

The Front Desk Agent is responsible for taking reservations, changing reservations, cancelling reservations and creating a positive first encounter with the hotel through the reservation experience. Top down selling strategies are to be used to capture the highest rate category for the hotel with the guest experience being at the forefront of our operations at all times. Creating meeting room bookings and selling group blocks is also included in this role.

2. Answering a multiline Switch Board

The Front Desk Agent is responsible for answering a multi-line switch board with a three rings or less approach. The calls must be handled with the upmost professionalism and courtesy at all times to ensure the guests need is met in the most positive light.

3. Light Housekeeping duties

The Front Desk Agents will have light duties to ensure that the desk area is clean and tidy. They will also be expected to assist with folding, mopping, sweeping, dusting and cleaning



windows when required.

4. Ensuring Pool Checks are done

All Front Desk Agents will be trained how to test the pool. Pool Tests will need to be completed every two hours in accordance with the Health Unit. During the Testing you must carry a portable phone and you must ensure you are not away from the desk for lengthy periods of time.

5. Lost and Found

The Front Desk Agents will log the Lost and Found items that the Housekeeping Team bring down daily and store in an appropriate locker. The Front Desk will also be responsible for recording items that have been picked up and returned to guest via mail.

6. Conducting a month End Inventory

A designated person will be selected to enter the Month End each month. More than one FDA may be trained on this task.

7. IHG Enrollment Assignment

Each FDA will have a monthly assignment of enrollments for IHG's loyalty program. It will be expected that this goal is met or exceeded with no exception.

8. Training on Merlin and Retraining

Each FDA will be assigned training that must be completed yearly on merlin.

9. Staff Keys

All FDA's will have a staff key. Keys are to be left at the property at the end of each shift and never taken home. This will be the duty of the FDA to ensure that this key is left in its spot at the end of each shift.

10. Counting a cash Drawer and Vending Bag and Balancing

At the beginning and end of each shift, each FDA must count and balance the cash drawer and vending bag.

11. Posting Charges from Suite Shop

The FDA will be responsible for ensuring the suite shop charges are posted to house accounts and recorded correctly in guest folios with a signature if necessary.

12. All other required duties assigned by the Management Team

This job Description may be changed or altered once the Holiday Inn Express is operational.

13. Collaboration with the Management Team

The Management Team is understood to be the Owners, General Manager, VP of Operations, and all department Supervisors. All concerns are to be communicated to the GM to assist with coaching and training strategies.



The Front Desk Agent is expected to be:

- Positive and High Energy
- Proactive
- Resolution focused
- Highly Self Directed and takes initiative to ask questions when in need of clarification
- Focused on overall team success and a high OSAT on Heartbeat to ensure a positive guest experience

QUALIFICATIONS AND REQUIREMENTS

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

The Holiday Inn Express is a 100% Smoke Free Property.

Management, Supervisors, Staff and Guests are not permitted to smoke anywhere in the building.

There are designated Smoking areas outside of the hotel for guest use ONLY.

Team Members are not permitted to smoke on Holiday Inn Express Property and must never be in guest or spectator sight while smoking in uniform.

Smoking, in any form, is prohibited in all non-smoking areas, including without limitation the use of tobacco products such as pipes, cigars, and cigarettes, and "vaping" with electronic cigarettes ("eCigs").^[61266]

Smoking Breaks are not permitted. Any team member who violates this policy will be subject to reprimand.

Contact: fds@hiexpembroke.com

