UNIVERSITY OF SOUTHERN CALIFORNIA
Front Desk Agent, Auxiliary Services
Job Code: 143025

Grade: 00
OT Eligible: Yes
Comp Approval: 3/15/2016

JOB SUMMARY:
Accommodates patrons of the hotel by registering and assigning rooms, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests’ accounts, confirming reservations, presenting statements to and collecting payments from departing guests, supplying information on hotel services and area information, and communicating guest requests to relevant departments.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Greets all guests upon arrival and ensures a fast, efficient check-in process including verification of guests’ identification, credit and payment for stay, assigns room keys, assists guests complete registration cards and provides other assistance as needed. Places guest and room information in the appropriate front desk packets and communicates information to the appropriate hotel personnel. Accommodates special requests whenever possible.

Reviews accounts and charges with guests during the checkout process.

Assists in pre-registration and blocking of rooms for reservations and takes same day and future reservations when necessary. Knows cancellation procedures.

Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.

Works closely with the housekeeping department, and coordinates room status updates by notifying the department of all check outs, late checkouts, early check-ins, special requests, and day use rooms.

Follows procedures for issuing and closing safe deposit boxes and supervises guests’ access to safe deposit boxes.

Coordinates requests for maintenance and repairs and maintains guests’ room key storage. Thoroughly understands and adheres to proper credit, check-cashing, and cash handling policies and procedures. Performs cashier responsibilities (i.e. bill and invoice settlement, posts charges to the guest accounts, and performs foreign currency exchanges etc.)

Answers inquiries pertaining to hotel services and amenities, area dining and entertainment and travel directions.

Assists with incoming calls through PBX console in a polite and professional manner using standard phraseology and routing to the right department, guestroom, meeting room or facility. Uses proper telephone etiquette. Takes messages and ensures their prompt delivery and uses proper mail, package, and message handling procedures.

Reads and initials the daily pass-on log and bulletin board and is knowledgeable of daily activities and meetings in the hotel.
Handles all in-house calls and communicates guest comments, complaints, and requests to the appropriate and managers.

Arranges tours, taxis or other transportation, or restaurant reservations for guests upon request.

Reports any unusual occurrences or requests to the assistant manager or manager on duty.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY REPSONSE/RECOVERY**

Essential: ☐ No
☐ Yes  In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Combined experience/education as substitute for minimum education
High school or equivalent

**Minimum Experience:**

1 year
Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**

Customer service

**Preferred Education:**

Bachelor's degree

**Preferred Experience:**

2 years

**Preferred Field of Expertise:**

Hospitality/Hotel customer service

**Skills: Administrative:**

Answer telephones
Assemble and organize numerical data
Balance figures
Communicate with others to gather information
Compose letters
Compute totals
Coordinate events
Establish filing systems
Gather data
Input data
Maintain filing systems
Prioritize different projects
Research information
Schedule appointments
Understand and apply policies and procedures
Verify calculations

Skills: Other:

Conflict resolution
Counseling
Knowledge of applicable laws/policies/principles/etc.
Organization
Problem identification and resolution

Skills: Machine/Equipment

Adding machine
Calculator
Computer network (department or school)
Computer network (university)
Opera PMS
Personal computer
Photocopier
Word processor

Supervises: Level:

May oversee student, temporary and/or casual workers.

SIGNATURES:

Employee: ___________________________ Date: ___________________________

Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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