

# L'AUBERGE CARMEL

• 1929 •

HOTEL & RESTAURANT

Job Title: Front Desk Agent  
Reports To: Assistant General Manager/ GM

Hotel/Department: Front Office  
FLSA Status: Non-Exempt

**Job Objective:** To provide front desk services to guests including rooms merchandizing, reservations and room assignment activities, handling requests/complaints, and providing information. Is familiar with and complies with the L'Auberge Carmel and Mirabel Hotel and Restaurant Group's Mission and Service Standards as well as Relais & Chateaux's 5 C's and philosophy in performing all key areas of accountability and other essential duties and responsibilities.

**Key Areas of Accountability:**

- Greet, register, and assign rooms to guests. Issue room key and familiarize guests with the services the hotel has to offer.
- Answer and handle all incoming telephone calls efficiently and accurately according to standards.
- Make and confirm reservations according to L'Auberge Carmel standards and utilize rooms merchandising techniques.
- Act as key communication link. Responsible for clear and effective communications between co-workers, management and other departments.
- Act as a Bell person in greeting guest and assisting guest in the Bell person's absence or if the bell person is otherwise occupied.
- Answer inquiries pertaining to hotel services; registration of guests; and shopping, dining, entertainment, and travel directions.
- Make restaurant, transportation, or entertainment reservations, and arrange for other guest requests.
- Post charges such as room, massage, or telephone, to guest folios.
- Collect payment and make change for guests.
- Perform a daily bucket check ensuring all in-house guest information is up to date and accurate.
- Follow security and safety standards at all times.
- Keep familiar with current codes for Market Segments and Sources, current rates, packages, and promotions.
- Responsible for following key control procedures according to set standards.
- Adhere to and promotes the Relais and Chateaux Mission Statement/Objectives.
- Adhere to and promote the Mirabel Hotel and Restaurant Group Service standards.

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- Perform a daily cashiering audit and balance shift cashiering transactions.
- Perform preliminary night audit and DOR during day end shift.
- Demonstrates loyalty and trustworthiness to the entire Mirabel Hotel and Restaurant Group.  
\*Promote and maintain good working relationships with your Mirabel group counterparts.

**Other essential job duties and responsibilities:**

- Attend all mandatory staff meetings and training sessions.
- Is familiar with and complies with the Drug Free Work Place Policy.
- Stamp, sort, stuff and/or distribute incoming and outgoing mail and messages as necessary.
- Maintain and ensure front desk and lobby area are neat, organized and appealing and presentable to guests.
- Maintain and ensure lobby bathrooms are neat clean and stocked with paper and towels.
- Complete daily filing tasks.
- Transmit and receive telephone messages.
- Complete daily tracking reports.
- Maintain sufficient working supplies at front desk.
- Communicate with other area hotels and guest liaisons (Visitor's Center, Travel Agents) regarding daily promotions.
- Assist in training new/other employees.
- Provide assistance to other departments as requested or needed.
- Provide ongoing support and assistance to bell staff.
- Complete special projects as assigned.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**\*Education/Experience:** One-year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience. Customer service skills/experience is required. Employee must be genuinely personable and cordial.

**\*Equipment/Computer Experience:** Basic typing skills required, 10-key helpful, computer experience preferred, adaptability required.

**\* Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization face to face or on the phone. Excellent spelling skills and knowledge of general rules of etiquette.

**\* Mathematical Skills:** Ability to calculate figures and amounts such as discounts, commissions, proportions, and percentages. Ability to apply concepts of basic algebra, and accounting.

**\* Reasoning Skills:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Employee should have excellent problem solving skills,

**\* Certification/Licenses/Registration:** CPR certification may be required. Valid drivers license with good driving record is required for all employees whose job responsibilities require the use of golf carts.

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\* **Other:** Must not pose a direct threat to others.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to climb sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.

The employee should be able to move around and work with others in a small confined area.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Performance Evaluation:** Evaluation of performance of key areas of accountability, other essential duties and responsibilities as well as attendance, proper uniform etc., will be done by way of input based on observance from AGM, Front Office Manager/Supervisor, and other Managers, Guest comments and Comment Cards, Test Calls, as well as co-worker input.

*I have read and agree to comply with the above job description.*

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Signature

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Date

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