Position Title: Reservations Desk Clerk
Department: Auxiliary Enterprises
Position Code: G0409
Date Prepared: 1/19/10
FLSA Status: □Exempt  ☑Non-Exempt

Full Time: Yes □ No ☑

JOB SUMMARY:
The Reservations Desk Clerk will support the functions of the Front Desk by processing guest reservations, requests, and support the hotel administrative staff. The hours for this position are every Saturday, 7:00 am-3:00 pm, and the 1st and 2nd Sunday (5th Sunday when applicable), 7:00 am-3:00 pm.

ESSENTIAL JOB FUNCTIONS:
The employee in this position will have the following essential job functions:
• Personally greet everyone that walks into the lobby
• Able to stand for long periods of time if necessary
• Able to multi task
• Accurately process guest reservations
• Check guests into the Legacy Hotel
• Responsible for accurately processing guest payments
• Responsible for answering telephone
• Professionally and promptly address guests’ concerns and questions, including taking requested items to a guest room
• Ensure a clean and professional work environment
• Maintain a professional appearance and attitude
• Ensure cash drawer and safe maintain appropriate balances
• Process and make cash deposits
• Abide by the standards and guidelines set forth in the Policy Manual

Performs other duties as may be assigned by supervisor.

EDUCATION:
The person in this position is not required to have any particular educational background.

EXPERIENCE:
The person in this position is preferred to have at least two years in the customer service, sales or hospitality industry.
SUPERVISION:
The person in this position will supervise no one.

The person in this position will report to the Assistant General Manager.

WORK ENVIRONMENT:
The person in this position will work in an office setting primarily, although they will occasionally have to visit guest rooms requiring them to go outside and be exposed to the weather. This person will also have to be able to lift up to 35 lbs.

EQUIPMENT:
The person in this position will use the following equipment: computer, copier, printer, and other generic office equipment.