



JOB DESCRIPTION

TITLE: Front Desk Clerk
DEPARTMENT: Hotel
SUPERVISOR: Hotel Manager
WAGE: DOQ
SHIFT: Days/Nights/Weekends/Holidays
CLASSIFICATION: Non Gaming

JOB SUMMARY: Under the direction of the Hotel Manager the hotel front desk clerk is to check guests in and out. Verify guests' registration information and take any further information required, such as identification and period of stay and take cash or process credit cards. Once they have gone through all these procedures, they hand the room key to the guests and guide them to their rooms. When a guest is about to check out, a front desk clerk will ensure that all dues are clear and the key is handed over.

Applicants should be advised that the Tribe reserves the right to disqualify applicants whose prior activities pose a threat to the public interest. Friendly, professional attitude required at all times. Must be willing to work nights, weekends, and holidays. Neat, clean appearance is a must. Native American preferred but all qualified applicants will be considered.

JOB QUALIFICATIONS:

- Must have an understanding of operations of the front desk.
- Excellent customer service skills.
- Previous cash handling experience.
- Must have computer experience.
- Ability to communicate effectively.
- Ability to multi task.
- Good organizational and administrative skills required.
- The ability to remain calm under pressure.

DUTIES AND RESPONSIBILITIES:

- Greet guests and provide them with room availability and hotel facilities information
- Assign rooms to guests and provide them with instruction on using automated keys
- Make reservations over the phone and confirm them by providing call back services
- Maintain information of room availability and guests' accounts
- Perform bookkeeping activities such as position charges and computing bills
- Collect payments in the form of cash and process credit card payments
- Record guests' comments and complaints
- Advise housekeeping staff to handle tasks when rooms are vacated
- Answer incoming telephone calls and provide information on hotel's services
- Take and relay messages to guests
- Accept and carry out wake-up call requests
- Make cash drops at the end of each shift
- Perform cleaning and maintenance tasks on the front desk
- Communicate with staff on the previous shift to manage guests' arrivals and reservations
- Inform management of any discrepancies in front desk operations
- Provide guests with information on entertainment prospects inside the hotel & casino
- Report safety hazards to the management or security officials
- Must be able to sit, stand, and or/walk for long periods of time
- Perform other duties as assigned

Not a smoke free environment.

The Red Cliff Tribal Council has a drug free workplace policy and adheres to the intent of the drug free workplace act. All new hires are subject to a drug test prior to starting.

Applications are available at the Cashier's window, the Personnel office of the casino, and on the website www.legendarywaters.com

Posted: 6/27/18

Deadline: Until filled

For further information contact:

**LW Human Resources Department: 37600 Onigamiing Drive, Red Cliff WI
smorris@legendarywaters.com (715) 779-9401**