

## **1. Front Desk Clerk (or Guest Service Agent)**

**#of Openings: 8**

### **Job Duties:**

Consistently demonstrates superior customer service skills by displaying outlined service behaviors. Maintains an upbeat and positive attitude, creates positive energy with gestures and sustains enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates guest's wins. Is ready to serve and is informed of daily information; builds relationships by greeting guests with a warm, friendly verbal greeting. Anticipates needs and provides fast, flawless service. Checks for satisfaction and effectively resolves service breakdowns when they exist. Promotes Total Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

Handles the processing of all hotel reservations, assigns rooms, and registers guests. Prepares packages for both Sales and Hotel, including the ordering, banking, and reconciliation of coupons. Coordinates check-in and check-out times with Marketing, tour escorts for groups, and luggage delivery and pick-up schedules. Ensures that all rooms are cleaned by Housekeeping before keys are issued. Responsible for posting charges, settling folios for individuals, groups and due-outs communicated through Housekeeping. Receives cash, checks, and credit cards in payment, obtaining proper approval and authorization. Maintains an operating bank, renders bills and issues change. Provides reservations for Casino/Hotel guests, which include airline, shows and restaurants. Handles special requests for guests, including limousines, flowers and arrangements for special occasions. Responsible for messages, mail and packages left for guests and departments within Hotel/Casino, and control of safe deposit transactions. Empowered to ensure customer problems/complaints are resolved in a prompt, courteous and efficient manner. Administers superior customer service to all guests. Authorized to view only the pre-approved room comping level; they do not have authority to change information. Maintains knowledge of hotel, community and special events in order to accurately provide guests with needed information.

### **Qualifications:**

High school diploma. Proficiency in typing, computer skills. Outstanding public relations and communication skills. Experience in handling money. Professional appearance; working knowledge of the Atlantic City area. One year, preferably in hospitality industry or related field.