

Hotel Front Desk

2021 – Part-time, hourly-non-exempt



Lakeside Chautauqua | 236 Walnut Ave., Lakeside, OH 43440 | lakesideohio.com | employment@lakesideohio.com

Summary:

This is a part-time position within the Hospitality Department with varying day and evening hours based on hotel occupancy. This individual will work in a fast paced environment as part of a team that is dedicated to providing superior guest service to its guests. Reports directly to the Hotel General Manager.

Ideal candidates are physically active and high energy persons with a positive, service-minded attitude who love a fast paced environment.

Essential Duties and Responsibilities:

- To uphold Lakeside’s Mission Statement, personally representing its goals and values at all times while on the Lakeside grounds, creating a pleasant and memorable stay for our guests
- Perform check-in and check-out tasks for hotel guests
- Take reservations for both hotels and the campground
- Utilize and maximize computer skills, showing proficiency in the RoomMaster hotel operating program
- Approach every guest in a friendly way, taking care of all of their needs in a timely and efficient manner
- Communicate effectively with Housekeeping staff, ensuring that all rooms have met the proper cleanliness standard and are ready for guest arrival
- Process payments as needed
- Prepare appropriate written reports at the beginning and end of each shift, depositing cash taken in during the shift
- Use of a daily shift checklist to uphold the highest quality standards in maintaining cleanliness of public and desk areas
- Any and all other duties as assigned

Qualifications:

To perform this job successfully, the 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 and/or Experience:

High school graduate with the ability to work with the public and other employees. Guest service experience in a retail-type or hotel environment is preferred.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively with guests and co-workers.

Reasoning Ability:

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Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; use hand to finger, handle, or feel; reach with hands and arms; stoop, climb or balance; specific vision, depth perception, and ability to adjust focus. Must be able to lift up to 15 pounds. Also use of cleaning chemicals to clean and sanitize public and front desk areas due to Covid cleaning protocols. 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.

Work Environment:

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

Hotel Front Desk Signature

____/____/____
Date

V. P. of Hospitality Signature

____/____/____
Date