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Hotel Front Desk Staff

JOB: Seasonal, Hourly (Non-Exempt)

DEPARTMENT: Hospitality

REPORTS TO: Director of Hospitality

SUMMARY: This is a seasonal position within the Hospitality Department with varying day and evening hours based on hotel occupancy in the Fountain Inn and Hotel Lakeside. This individual will work as part of a team that is dedicated to providing superior guest service.

Ideal candidates are physically active and high energy persons with a positive, service-minded attitude who enjoy a fast-paced environment. Must be available to work from mid-May through September, including days, evenings, weekends and all summer holidays (Memorial Day weekend, Fourth of July and Labor Day weekend). Lakeside provides affordable dorm housing in a camp environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Uphold Lakeside's mission statement and personally represent its goals and values at all times while on the grounds of Lakeside
- Check guests in and out of the hotels
- Take reservations for both hotels and the Campground
- Maximize computer skills and show proficiency in the RoomMaster hotel operating program
- Provide general information to guests in a timely and efficient manner; knowledgeable of events, programs, history and mission of Lakeside
- Process payments as needed
- Prepare appropriate written reports at the beginning and end of each shift, depositing cash taken in during the shift
- Ensure the safety of guests and employees
- Ensure customer relations and satisfaction are of highest priority with all staff

QUALIFICATIONS: To perform this job successfully, you 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 or its equivalent. Preferred candidates have guest service experience in a retail-type or hotel environment and enjoy working with people.

LANGUAGE SKILLS: The ability to read and interpret documents, such as operating/maintenance instructions and procedure manuals. The ability to write routine reports and correspondence. The ability to speak effectively with guests, co-workers and groups.

MATHEMATICAL SKILLS: The ability to calculate figures and amounts such as discounts, interest, commissions, portions, percentages and to apply the basic math concepts.

REASONING ABILITY: The ability to solve practical problems and deal with a variety of concrete variables in situations. The ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. The ability to interpret a variety of instructions.

PHYSICAL DEMANDS & WORK ENVIRONMENT: While performing the duties of this job, the employee is regularly required to sit, stand, walk, reach with hands and arms, climb or balance, stoop, talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must regularly lift and/or move more than 20+ pounds. 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.

While performing the duties of this job, the employee will work regularly exposed to wet, cold, humid, hot and very hot conditions. The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

FOR MORE INFORMATION, PLEASE CONTACT:

employment@lakesideohio.com

Please note: this job description is a work in progress. It may change with experience and input from key staff members. Other duties may be assigned to or deleted from this position as needed.

Applicant/Employee Signature

Date

Supervisor Signature

Date