



Hotel Receptionist Job Description

Hotel receptionists are the first individuals visitors see when they arrive and are an important part of the hotel's front-of-house crew.

They are in charge of facilitating a seamless check-in process for visitors as well as delivering an overview of the hotel's major features and amenities.

In addition, hotel receptionists handle reservations and manage guestroom assignments over the phone and via email with clients.

Receptionist DUTIES AND RESPONSIBILITIES:

- Visitors are welcomed and greeted
- Incoming calls are answered and directed, and guests are informed about hotel pricing and amenities.
- make and confirm guest bookings
- Ensure that the correct room allocation registration is in place, and that visitors are checked in.
- to double-check pertinent visitor information
- Ensure that the guest's payment method is valid.
- For permission, verify and imprint credit cards.
- Room keys are distributed and visitors are directed to their rooms.
- keep detailed and accurate records of guest room reservations.
- All visitor billings are computed, and costs are correctly posted to guest rooms and house accounts.



- Receive and send messages to visitors.
- For guests, retrieve mail, parcels, and documents such as faxes.
- In-person and over the phone, listen to and reply to visitor questions and requests.
- They give reliable information about the attractions and services available in the area.
- To resolve any concerns or complaints raised by visitors, communicate with relevant employees, including housekeeping and maintenance.
- Any incident reports, daily activity reports, or other reports requested by management must be completed and maintained.
- Manage the booking and scheduling of conference rooms.
- Guest accounts should be closed and guests should be checked out.
- During the check-out process, they discuss accounts and charges with visitors.
- process correct guest account payment
- When rooms have been vacated and are ready for cleaning, notify housekeeping.
- Visitors to the hotel are being watched.
- enforce the hotel's regulations and policies.