



## Front Desk Associate | Hilton Garden Inn

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Join the new Hilton Garden Inn and seize the unique opportunity to help us open and operate this stunning new facility custom designed to offer an exceptional guest experience to Wausau travelers! If you are an energetic hospitality professional or have great work ethic and customer service skills in another industry, this could be the job opportunity for you. We offer an upbeat workplace where teamwork is a must. We happily provide training, free uniforms and annual reviews. Great performance is rewarded with pay raises.

### **Job Summary**

The Front Desk Associate is a fulltime position that reports to the General Manager and proudly serves as the face of the new Hilton Garden Inn hotel. The primary focus of this job is to provide outstanding customer service while meeting the needs of our guests. This begins with check-in, continues through check-out and also includes supporting the overall operations of the hotel. This role requires a pleasant personality, the ability to build and maintain strong relationships with hotel guests and excellent guest service skills.

### **Primary Responsibilities**

- Work a fulltime schedule of front desk shifts as needed, including on the weekends.
- Provide outstanding guest service face-to-face and via phone with a warm hospitality rapport, anticipating guest needs, responding promptly and acknowledging all guests, however busy and whatever time of day.
- Provide prompt and courteous facilitation of arrival, departure, confirmations, cancellations and miscellaneous guest requests.
- Answer guest questions regarding hotel policies, services and amenities and the local area knowledgably and accurately. Offer concierge suggestions on the local area to hotel guests.
- Listen to and resolve guest concerns with patience, tact and diplomacy, diffusing frustration when needed.
- Maintain order and cleanliness of the front desk and lobby.
- Master the Hilton computer and reservation system as well as the hotel phone system.
- Understand and advocate the Hilton Honors program, including enrollment, benefits and point redemption.
- Coordinate reservations and room assignments for individuals and group blocks.
- Collaborate with all hotel staff, especially Housekeeping and Maintenance regarding room blocks, maintenance issues and special requests.
- Ensure proper credit card procedures are followed at all times to include credit card imprint and guest signature on registration slip.
- Execute cashiering procedures: open, secure and balance out shift banks to include the verification of all cash, credit card, and check transactions during a given shift. Process payments from guests and post charges to guest accounts.
- Sell rooms to walk-in guests and by phone using the appropriate rate.
- Understand and help monitor basic safety and security procedures of the hotel.
- Perform all other related duties as assigned and assist other departments as needed to serve guests in the overall operations of the hotel.
- Hold confidential information in strict confidence and use a reasonable degree of care to prevent disclosure to others

### **Qualifications**

- Minimum education of a high school diploma.
- Minimum of 2-4 years of experience in a service industry is preferred.
- Reliable with strong work ethic, customer service skills, attention to detail, problem solving and verbal and written communication.
- Ability to sell and serve alcoholic beverages via the hotel's Pavilion Pantry.
- Ability to push, pull, carry and lift 50 pounds on a regular basis throughout the shift. Moving furniture, frequent walking, standing, bending and stair climbing are also regular requirements of the job.
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with a minimum of supervision.
- Ability to work harmoniously and effectively with subordinates, peers, supervisors, executives, and the public.