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[COMPANY NAME] JOB DESCRIPTION

Position: Hotel, Motel, and Resort Desk Clerks

Job Description: Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys or cards, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

Job Tasks:

- Greet, register, and assign rooms to guests of hotels or motels.
- Contact housekeeping or maintenance staff when guests report problems.
- Issue room keys and escort instructions to bellhops.
- Make and confirm reservations.
- Verify customers' credit and establish how the customer will pay for the accommodation.
- Keep records of room availability and guests' accounts, manually or using computers.
- Post charges, such as those for rooms, food, liquor, or telephone calls, to ledgers, manually or by using computers.
- Review accounts and charges with guests during the check-out process.
- Record guest comments or complaints, referring customers to managers as necessary.
- Compute bills, collect payments, and make change for guests.
- Transmit and receive messages, using telephones or telephone switchboards.
- Answer inquiries pertaining to hotel services, guest registration, and travel directions, or make recommendations regarding shopping, dining, or entertainment.
- Advise housekeeping staff when rooms have been vacated and are ready for cleaning.
- Perform bookkeeping activities, such as balancing accounts and conducting nightly audits.
- Clean and maintain lobby and common areas, such as restocking supplies and watering plants.
- Prepare for basic food service, such as setting up continental breakfast or coffee and tea supplies.
- Date-stamp, sort, and rack incoming mail and messages.
- Arrange tours, taxis, or restaurant reservations for customers.
- Deposit guests' valuables in hotel safes or safe-deposit boxes.
- Plan, schedule or supervise the work of other employees.

Required Knowledge:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs

assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Sales and Marketing — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Required Skills:

- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Speaking — Talking to others to convey information effectively.
- Service Orientation — Actively looking for ways to help people.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Coordination — Adjusting actions in relation to others' actions.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.

- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Job Activities:

- Interacting with Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
- Performing for or Working Directly with the Public — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores and receiving clients or guests.
- Making Decisions and Solving Problems — Analyzing information and evaluating results to choose the best solution and solve problems.
- Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Resolving Conflicts and Negotiating with Others — Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Identifying Objects, Actions, and Events — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others and maintaining them over time.
- Processing Information — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Updating and Using Relevant Knowledge — Keeping up-to-date technically and applying new knowledge to your job.
- Greet customers, patrons, or visitors.
- Report maintenance or equipment problems to appropriate personnel.
- Distribute materials to employees or customers.
- Make travel, accommodations, or entertainment arrangements for others.
- Verify accuracy of financial or transactional data.
- Maintain financial or account records.
- Discuss account status or activity with customers or patrons.
- Refer customers to appropriate personnel.
- Calculate costs of goods or services.
- Collect deposits, payments or fees.

I _____ acknowledge that I have read and understood this job description for the position of Hotel and/or Motel Desk Clerk.

Employee Name: _____

Date: _____

Supervisor Name: _____

Date: _____