



## HATC JOB BOARD POSTING

**Hotel/Company:** Residence Inn by Marriott Dallas Las Colinas

**Who to submit Resumes to:** Terri Elorreaga

**Email:** [Terri.Elorreaga@marriott.com](mailto:Terri.Elorreaga@marriott.com)

**Job Title:** Front Desk Representative

**FLSA Status:** Full-Time

**Date Created:** 12/4/2015

**Supervisor Title:** Assistant General Manager

### Essential Functions (please put in bullet points):

Organize, confirm, process, and conduct all guest check-ins/check-outs, room reservations, requests, changes, and cancellations.

Secure payment; verify and adjust billing.

Activate and file room keys.

Process all guest requests and relay messages.

Print contingency lists to have a record of all guests in case of emergency.

Identify and explain room features to guests; supply guests with directions and information regarding property amenities, services, and rates.

Ensure that any outstanding requests or problems from the previous day receive priority and are resolved.

Run and review daily reports/logs.

Complete designated cashier and closing reports in the computer system.

Accept and record wake-up call requests and deliver to appropriate department.

Count bank at beginning and end of shift; secure bank.

Process all payment types, adjustment vouchers, paid-outs, correction vouchers, and miscellaneous charges; provide change. Notify guests of charges.

Welcome and acknowledge all guests according to company standards.

Anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation.

Speak with others using clear and professional language; exchange information with other employees using electronic devices (e.g. email, text, etc.).

Develop and maintain positive working relationships with others.

Comply with quality assurance expectations and standards.

Reach, bend, twist, pull, and stoop; move, lift, or carry objects weighing less than or equal to 25 pounds; stand, sit, or walk for an extended period of time.

Perform other reasonable job duties as requested by Supervisors.

**Requirements (please put in bullet points):**

Please post each position separately to [info@tarrantcountyhotel.com](mailto:info@tarrantcountyhotel.com)

and hours of operation, and local areas of interest.

Loss Prevention/Security of any guest reports of theft.

, Nextel, pagers and two-way radios, email).

extended period of time.