JOB DESCRIPTION – FRONT DESK CLERK, BELL ORCHID HOTEL

Front Desk Clerks at the Bell Orchid Hotel must present a personable, helpful, and professional image. The Front Desk Clerk sets the tone for the hotel, so it is absolutely essential that she or he is amenable, professional, and efficient at all times and that guest are made to feel comfortable and welcome.

Making a good impression and providing excellent customer service are of the utmost importance.

The Clerk is responsible for checking guests in and out, making travel arrangements for guests, and assisting with a wide range of information on hotel services and policies, local restaurants, shopping, entertainment, and attractions. Ideally, the Front Desk Clerk should have a good knowledge of what is going on in Orlando, seasonal and holiday events, and so on. The Front Desk Clerk is also responsible for maintaining running reports required by Front Desk Manager.[[1]](#footnote-1)

Clerks transfer incoming calls to guests' rooms, sort mail for guests, and perform a variety of data entry and administrative duties. They must be exact in their work and ensure that all details are taken care of so guests enjoy their stay.

**Responsibilities**

When new guests arrive, front desk agents:

* Welcome and register guests
* Assign rooms and issue room keys or cards
* Work in conjunction with the bellhop to assist guests to their rooms
* Provide information about Hotel services
* Provide information about events in and around Orlando
* Verify customers' credit and establish how customer will pay
* Promote and sell guest rooms

**When guests check out, desk clerks:**

* Review accounts with them
* Receive payment for accounts
* Balance cash accounts
* Advise housekeeping which rooms have been vacated and are ready for cleaning

**Desk clerks may also be required to:**

* Keep an inventory of rooms reservations
* Respond to reservation enquiries
* Answer telephones and take messages
* Handle guest mail
* Record guest comments
* Deal with customer complaints or refer dissatisfied customers to a manager
* Arrange transportation for guests
* Make coffee in the morning for guests
* Arrange for champagne to be sent to rooms when appropriate
* Compile and check daily record sheets, guest accounts, receipts and vouchers

**Personal Qualities**

* Pleasant, tactful, and patient
* Able to communicate well with a wide variety of people
* Able to sell the services of the Hotel
* Familiar with Orlando
* Committed to providing good service
* Enjoy dealing with people
* Have good judgment
* Be able to deal with problems
* Be able to handle emergency and/or security problems
* Excellent communication skills
* Basic reading and math skills
* Must be able to type 30+ wpm
* Communicate and express ideas clearly when speaking or writing
* Understand spoken information by listening and asking questions
* Have experience using computers
* Be able to stand for long periods
* Reason and problem solve
* Identify problems and review information
* Be proactive in looking for ways to help

**Front Desk Shifts**

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| **Front Desk Shifts are Bell Orchid Hotel** | | |
| **Shift** | **Start Time** | **End Time** |
| Day Shift | 7:30 a.m. | 3:30 p.m. |
| Swing Shift | 3:30 p.m. | 11:30 p.m. |
| Graveyard shift | 11:30 p.m. | 7:30 a.m. |

**Advancement Opportunities**

Desk clerks at the Hotel Bell Orchid may advance to more senior hotel positions after they have been a full-time desk clerk for a minimum of three years and if they have availed themselves of post-secondary education opportunities. The Front Desk Clerk works under the direction of the Front Desk Manager. The Hotel Bell Orchid offers a bonus incentive program for Front Desk Clerks.

**Bell Orchid Hotel**

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1. Jim Anderson [↑](#footnote-ref-1)