

# POSITION profile



**Sheraton**  
CAVALIER CALGARY HOTEL

Position

**Front Desk Agent**

Responsibilities

- Maintain inventory of vacant rooms, reservations and room assignments.
- Check-in and check-out guests in a friendly, courteous manner.
- Print necessary reports required for each shift.
- Review arrivals list and ensure special requests are honored.
- Be aware of all notes to be passed on to other desk staff.
- Prepare housekeeping report according to desk procedures.
- Pre-register VIP and Platinum SPG guests.
- Assist co-workers with other desk duties as needed.
- Answer guests questions/requests about the hotel/city.
- Handle guest concerns in a polite and professional manner.
- Answer calls directed to the desk and deal with accordingly
- Present statement of charges to departing guests and process final payment.
- Perform all duties in a safe manner according to established safe work practices.
- Report any accidents, injuries, near misses and/or hazardous conditions.
- Other related duties as necessary.

Qualifications

- Able to communicate effectively in English; verbal and written.
- Good customer service and problem resolution skills.
- Well organized with have good cash handling skills.
- Computer literate with working knowledge of Word & Excel.
- Punctual and reliable, and able to work cooperatively with other associates.
- Experience working with Lightspeed PMS will be considered an asset.

Hours of work

Full time

Days of the week vary according to business levels.

Shift are 7am – 3:30pm; or 3pm – 11:30pm; weekends and holidays required.

Reports to

Front Office Manager / Assistant / Supervisor