



### **Front Desk:**

- Responsible for the checking in and out of guests
- Accepts major credit cards, cash or checks
- Verifies and records all business transactions
- Responsible for the registration of guests, assignment of rooms, issuance of keys and operation of computerized front desk system
- Answers guest inquiries pertaining to hotel services, room rates and other requested information.
- Provides Family Style Service at all times
- Promotes positive customer relations
- May perform other duties as assigned

### **Minimum Qualifications**

- High School diploma or equivalent experience preferred
- Previous experience in hotel reservations or front desk operations preferred
- Must have excellent communication skills
- Required to perform the customer service standards of the department
- Knowledgeable of the Casino Control Act and Attendant Regulations, as well as company internal controls, policies and procedures.