

Front Desk/Hostess Tasks & Responsibilities

- Checking guests in and out.
- Help guests to/from their room with their luggages as well as to/from vehicles
- Receiving and managing reservations made online and by phone.
- Verifying guests' payment methods during check-in.
- Processing guest's payments.
- Assigning rooms to guests and informing them of any specials offered by the hotel. (ie happy hour, music night, pizza night)
- Organizing transport, bookings, restaurant reservation services for guests at their request.
- Providing guests with the story of the hotel.
- Keeping abreast of attractions that may be of interest to guests. (ie TTT, Writers Festival, Fall Fest)
- Serving as a host at conferences, and ensuring that all relevant preparations are made for the event.
- Making & managing reservations for Taste Restaurant both online and by phone or walk in
- Greeting & seating guests in restaurant.
- Topping up guests waters
- Helping servers when asked (ie clearing plates, making cappuccinos)
- Busing & resetting tables
- Polishing & rolling cutlery
- Polishing glassware