

ARDEN WOOD, INC.
POSITION DESCRIPTION

Department	ADMINISTRATIVE SERVICES
Position Title	FRONT DESK RECEPTIONIST/RESERVATIONIST
Report To	HOSPITALITY SUPERVISOR
Grade	8 <input type="checkbox"/> EXEMPT <input checked="" type="checkbox"/> NON-EXEMPT
EDUCATION & EXPERIENCE	High school graduate; experience in customer service and multi-phone line switchboard; computer proficiency with emails, Outlook, Word, Excel, POS and reservations software
SKILLS & QUALIFICATIONS	Active member of local branch church as well as Member of The Mother Church. Conveys a helpful, out-going, friendly attitude. Handles multiple phone calls with order and calmness. Uses common sense to discern urgency in certain calls and situations and able to react accordingly. Maintains grace and patience when facing challenging customer. Is multi-task oriented. Is comfortable with technology. Is a quick learner, detail oriented and able to follow procedures. Respects the privacy of others.
SUMMARY OF DUTIES	<ul style="list-style-type: none"> ◆ Answers multi-line phone ◆ Receives visitors and directs them to the appropriate department ◆ Makes reservations using complex hotel reservation software and sends email confirmations to guests ◆ Checks in Rest & Study guests upon arrival and checks guests out upon departure including preparation of detailed statement of charges for each guest ◆ Responds to guest requests and coordinates with the appropriate department to fulfill requests ◆ Accepts payments from guests for various charges including sales transactions from Gift shop ◆ Maintains database of arrivals/departures for all departments and associate housing. Generates daily activity reports from RoomMaster/Excel ◆ Sorts in-coming mail, meters out-going mail and assists customers with copier and guest computer usage ◆ Maintains Petty Cash balance ◆ Posts meal charges to POS (Point of Sale) software ◆ Schedules use of vehicles and meeting rooms
SUPERVISORY DUTIES:	None