



# Aspen Center Front Desk Attendent

## **Overview**

The Aspen Center Front Desk Attendant is responsible for serving customers by providing accurate information, accommodating guest's requests and needs, and diffusing tense situations. All while being friendly and knowledgeable of Innsbrook Corporation. You are expected to serve each and every guest with the utmost respect and excellent customer service at all times.

## **Responsibilities**

- Must maintain a professional personal appearance and hygiene
- Stand up and greet guests as they enter building. Welcome and greet every guest.
- Conduct a proper walk through of building upon opening/closing
- Complete opening duties and/or closing duties checklist
- Assist guests with checking in and checking out
- Answer/transfer calls in a timely matter
- Maintain solid working relationships and communication with all departments
- Control all of the master keys
- Resolve guest issues quickly, efficiently and courteously
- Make condo reservations when necessary
- Operate all aspects of the front desk computer systems
- Ensure logging and delivery of all messages, packages and mail in a timely manner
- Produce excellent levels of internal and external customer service
- Maintain a professional appearance (proper front desk uniform, appear neat and clean)
- Make sure the front desk is clean and tidy at all times
- Stay busy at all times; ask managers if they need help in slow times
- Help assist managers with tasks and event setup when needed or asked

- Make sure the bulletin board is clean, neat and schedules are up to date
- Abide by everything in the employee handbook at all times
- No food behind front desk and beverages must be concealed. Desk needs to be watched at all times during shift. If needed, ask for a substitute to step in for a moment.