



Code:	RDFOA003	JOB DESCRIPTION 
Job Title:	Front Office Agent	
Department:	Front Office	
Reporting to:	Front Office Manager	

Job Title	Front Office Agent	Department	Front Office
Entity	IKOS ANDALUSIA	Location:	Estepona (Málaga-Spain)
Reporting to:	Front Office Manager	Responsible for:	
Job Purpose Overview	To deal with guests' requirements in a courteous, charming and professional sales-oriented manner and to participate in all activities of the Front Office following the company standards and procedures.		
Key Responsibilities	<p>Main duties:</p> <ul style="list-style-type: none"> • To undertake check-in and check-out transactions strictly following the standards analyzed by the departmental operational manual. • To ensure that all guests are greeted at all times in a helpful and courteous manner in order to emphasize on personalized service. • To carry out tasks in an unrushed and unstressed manner reflecting a calm and exclusive ambience of Front Office. • To be fully aware of all reservation procedure and ensure that all relevant information is kept in Opera. • To handle cash transactions accurately, according to the hotel standards and to maintain integrity of personal float. • To carry out all security procedures according to the hotel operational standards. • To answer the telephone calls according to the hotel standards. • To have an excellent knowledge of the resort and hotel facilities as well as of the daily events, activities, food & beverage functions that take place in order to provide accurate information to the guests. • To be fully informed about the daily movement of the hotel (arrivals, departures, VIP guests and rest functions). • To escort guests to the room and to show all hotel facilities. • To take every opportunity to increase revenue according to company policies. • To ensure that front office desk is attended all times. • To ensure that Front Office and Reception desk is maintained in a clean and tidy condition all times. • To closely liaise and co-operate with other departments on front office matters that relate to them (e.g. central reservations system, housekeeping, maintenance department). • To handle guest complaints in a courteous manner and report them to department manager. • To assess and monitor guest satisfaction throughout their visit and report all guest feedback. • To keep the logbook and colleagues updated. • To ensure the smooth update operation of Door Book. • To attend handover and departmental meetings or training sessions as required by management. • To have an excellent knowledge of the policies and procedures of Ikos Andalusia. 		

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	<p>General duties:</p> <ul style="list-style-type: none"> • To respond to any changes in the department function as dictated by the company. • To report for duty punctually follow the company grooming standards. • To provide a courteous and professional service at all times. • To maintain good working relationships with colleagues, and all other departments. • To have a complete understanding of the employee handbook and adhere to the regulations contained within. • To have a complete understanding of and adhere to the company's policy relating to Fire, Hygiene, Health and Safety. • To maintain a high standard of personal appearance and hygiene at all times. <p>Occasional Duties:</p> <ul style="list-style-type: none"> • To assist any other department when necessary. • To carry out any other reasonable duties and responsibilities as assigned by the Front Office Manager.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent verbal and writing communication skills in both English/Spanish. • Outstanding experience in handling reservation inquiries in the hotel industry • Profound knowledge of attending to incoming and outgoing call. • Deep knowledge of maintaining cordial relations with all guests • Solid understanding of giving special treatment to VIP guests.
Qualifications	<ul style="list-style-type: none"> • High School Diploma or equivalent. • Degree/Diploma in Hospitality/Tourism would be a plus.
Knowledge & Experience	<ul style="list-style-type: none"> • Basic computer proficiency. • Data entry experience. • Working knowledge of office equipment, such as copiers, fax machines, and scanners. • Call center experience. • Experience in sales. • Proficiency in English (oral and written). • Good command of a second language (Russian, German, French) would be a plus.
Special Working Conditions	<ul style="list-style-type: none"> • Be prepared to work a flexible roster including evening and weekend duties on a frequent basis.

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