



JOB POSTING

Position Title: Front Desk Attendant

Date of Notice: 7/8/2022
Job Location: The Glen Club
Start Date: Immediately
Reports to: Hotel and Clubhouse Manager
Send Applications to: Colleen Husted, chusted@theglenclub.com

Position Summary:

Provides friendly and hospitable service for hotel guests including taking reservations, conducting check-in and check-out procedures, greeting and interacting with guests, and providing information and/or assistance as needed regarding pertinent hotel policies, facility amenities, and the surrounding local sights.

Essential Duties and Responsibilities:

- Take golf, restaurant, and hotel reservations over the phone and/or in person. Provide guests with all pertinent information regarding hotel policies (cancellation, dress code, etc.)
- Perform appropriate check-in procedures for hotel guests including entering credit card numbers into the computer for charging purposes, ensure all hotel guests sign a registration slip, and making keys for guest rooms.
- Provide friendly, positive, up-beat and hospitable service at all times. Provide information to inquiring guests about hotel amenities and local surroundings. Publicly support all hotel policies.
- Perform appropriate check-out procedures including correctly billing out accrued charges and presenting guests with accurate guest folios.
- Communicate with the next shift both verbally and through pass-on log, information that is necessary for other shifts to function smoothly (e.g., special requests or arrangements a guest has made or a specific billing arrangements for a group).
- Communicate all guest relation problems, disputed billing situations, and all other unusual situations that need management's attention to the MOD.
- Promote hotel amenities (restaurant and bar) to guests to maximize hotel revenue.
- Perform additional tasks as assigned by management.

Qualifications:

- High school preferred.
- No experience necessary
- Demonstrated quality interpersonal communication skills.
- Ability to efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including evenings/weekends.
- Positive attitude, professional manner and appearance in all situations.

Must have the ability to:

Uniquely dedicated. Distinctly different. *Custom Property Management*

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- Read and write (English)
- Communicate verbally with staff members and/or customers with or without the use of two-way radios.
- Give and/or follow verbal and written instructions
- Visually inspect all work areas
- Stand, walk, push, pull, lift, grasp, bend and kneel for up to 5 hours at a time
- Lift up to 20 lbs occasionally, 10 lbs frequently, and 5 lbs constantly

Supervises:

None

Classification:

Full-Time or Part-Time, Hourly,

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