
Front Desk Agent

Robert E Lee Hotel | Lexington, Va

Looking for a "hands on" role in a fast paced environment? Are you interested in working for a great company? Then you may be a terrific fit for our Front Desk Agent opening at the Robert E Lee Hotel.

What are we looking for?

Up To Par exists to create success for its clubs and hotels through a philosophy of continuous improvement, operational excellence and flawless execution achieved through a culture of financial discipline, safety, and community and environmental stewardship that develops and delivers innovative solutions for its customers, while providing a dynamic and challenging environment for its Associates. This continued leadership is the result of our Associates staying true to our Vision, Mission, and Values. Specifically, we look for demonstration of these Values:

From Our Family to Yours, Delivering Exceptional Experiences Every Step of the Way

Execution | Translate your words into actions

Care | Creating a positive work environment

Honesty | We do the right thing, all the time

Ownership | We're the owners of our actions and decisions.

Teamwork - We're team players in everything we do

What will I be doing?

As a Front Desk Agent you will be primarily responsible for providing exceptional guest services that include checking guest in and out, making hotel and restaurant reservations. Specifically, you will be responsible for performing the following tasks to the highest standards:

- ❖ Review arrivals noting special requests, blocking rooms as needed.
- ❖ Check in and out hotel guests in a confident, professional and friendly manner.
- ❖ Answer all phone calls promptly and knowledgeably, always ensuring complete and accurate information.
- ❖ Conduct pre-assignment of hotel rooms, which includes VIPS, repeat guests, all packages, and any special requests.
- ❖ Knowledgeable of immediate area, services, attractions, and events.
- ❖ Monitor room availability throughout the day.

A full job description will be given to Associate at the time of hire by management for which they will be responsible. Job descriptions are intended to be overall guidelines for the job and NOT a step-by-step account of the Associate's duties, and may be revised by management from time to time.

Qualifications

- ❖ Must be nice
- ❖ Must possess' a positive attitude and work well with other team members
- ❖ Must be able to work unsupervised
- ❖ Must be able to communicate clearly with managers, kitchen and dining room personnel.
- ❖ Be able to reach, bend, stoop and frequently lift up to 40 pounds.
- ❖ Be able to work in a standing position for long periods of time (up to 7 hours).
- ❖ Be willing to follow direction and ask questions for clarification if needed.
- ❖ Be able to work in a fast paced kitchen environment
- ❖ Be able to work in hot, wet, humid and loud environment for long periods of time

What will it be like to work for Up to Par?

Up To Par Management is a leading club and hospitality management company specializing in golf, country club and hospitality operations. Up To Par is a growth-oriented company providing opportunities for its partner clubs and Associates.

Our vision is to Be The Best Hospitality and Golf Management Company while delivering on our purpose, which is to Deliver Positive Financial Results and Exceptional Experiences and, our amazing Associates are at the heart of it all!