



<https://eternalhotelsllc.com/careers/front-desk-12345/>

Front Desk Agent – Best Western Kennewick

Description

Eternal Hotels is a national hospitality company primarily engaged in the management and ownership of upscale, midscale and economy hotels & restaurants.

Our brands include the Red Lion Hotel Pasco WA, Best Western Pendleton OR, Holiday Inn Express Pendleton OR, Best Western Plus Dayton WA, Comfort Inn & Suites Walla Walla WA, Sleep Inn Pasco WA, Rodeway Inn Boardman OR, and Vintners Lodge Prosser WA. Eternal Hotels operates a group of RV Parks & Resorts including the RV Park at Vintners Lodge in Prosser, WA and the Driftwood RV Resort in Boardman, OR. The company also owns and operates gas stations, entertainment, and restaurant venues throughout Washington and Oregon. For more information, please visit the company's website at <https://eternalhotelsllc.com>.

Summary/Objective

A hotel front desk agent represents the first point of contact with guests and handles all stages of a guest's stay.

A typical day as a hotel front desk agent involves:

- Registering/booking guests in and out of their rooms, while accommodating any special requests.
- Providing directions to rooms.
- Excellent customer service, with professionalism.
- Answering phone calls or inquires at the front desk.

Responsibilities

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sell, register, and assign rooms to guests
- Promote hotel facilities and services
- Provides a professional and friendly service for guests
- Dealing with guests
- Calculate bills, collect payments and maintain cash bank according to policies
- Post charges to guest accounts: room service, food, liquor and telephone.
- The Front Office is the area of the hotel where guests form their first and last impressions of the hotel. This makes it really important for the Front Desk Agents to work hard to create a pleasant experience for guests to ensure their return.

Competencies

- Diplomacy and the ability to communicate clearly

Best Western Plus – Kennewick

Best Western Plus Kennewick

Employment Type

Full-time, Part-time

Base Salary

\$ 17.13

Beginning of employment

Open until filled

Duration of employment

Year Round

Industry

Hospitality

Job Location

4001 W 27th Ave, 99336,
Kennewick, WA, USA

Working Hours

Evening and Night Shifts available.

This position is full or part time for evening shift (3PM-11PM) & night shifts (11pm-7am).

Date posted

August 3, 2026

Valid through

31.12.2026

- The ability to multitask, prioritize and manage time
- The ability to perform under pressure
- Must be highly motivated

Work Environment

You'll be working in the guest-facing portion of hospitality. This means being in contact with people all the time.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Qualifications**Required Education and Experience**

- 1 year of customer service and front desk experience
- High school or equivalent

Preferred Education and Experience

- 2 plus years of customer and front desk experience.

Contacts**Additional Information**

All your information will be kept confidential according to EEO guidelines.

An Equal Opportunity Employer

Equal access to programs, services and employment is available to all persons. Those applicants requiring reasonable accommodations to the application and/or interview process should notify a representative of the Human Resources Department at (509) 547-3908 or via email at hr@eternalhotels.com.