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## Front Desk Agent – Best Western Pendleton Inn

### Description

The Best Western Pendleton Inn Oregon is looking for a Front Desk Agent to join our team! 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.

### 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
- 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.

### Education

High school or equivalent

### Experience

1 year of customer service and front desk experience.

### Qualifications

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.

### Job Benefits

We offer a generous benefits and compensation package.

### Best Western Pendleton Inn

Best Western Pendleton Inn

### Employment Type

Full-time

### Beginning of employment

Open until filled

### Duration of employment

Year Round

### Industry

Hospitality

### Job Location

400 SE Nye Avenue, 97801,  
Pendleton, OR, USA

### Working Hours

Open Availability.

### Date posted

February 23, 2022

### Valid through

18.03.2022

**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.