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## Front Desk Agent – Red Lion Hotel & Conference Center Pasco

### Description

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

Our portfolio brand family includes franchised properties from Red Lion Hotels, Best Western Hotels, Intercontinental Hotels Group, Choice Hotels, and select unbranded properties.

### 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.

### 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.

### 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.

### Red Lion Hotel & Conference Center Pasco

Eternal Hotels LLC

### Employment Type

Full-time

### Beginning of employment

Open until filled

### Duration of employment

Year Round

### Industry

Hospitality

### Job Location

2525 North 20th Avenue, 99301, Pasco, WA, USA

### Working Hours

Open availability and frequent weekend work.

### Date posted

November 2, 2021

### Valid through

12.11.2021

**Qualifications****Preferred Education and Experience**

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

**Job Benefits**

We offer competitive pay, excellent benefits, and many other perks!

**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) 547-0701 or via email at [hrrredlion@eternalhotelsllc.com](mailto:hrrredlion@eternalhotelsllc.com).