

**Job Title: Front Desk/Gift Shop**

**Department: Hotel Ops**

**Reports to: Front Office Manager**

*Capon Springs and Farms is looking for enthusiastic, detail-oriented team players to join our Front Desk/Gift Shop staff. As the first point of contact, you will help create a pleasant and memorable stay for our guests by providing outstanding customer service and setting a positive tone for the guests' experience.*

*Capon Springs and Farms proudly offers a rich history, steeped in tradition and a commitment to our guests and co-workers. We invite you to learn more about our culture and company at [www.caponsprings.net](http://www.caponsprings.net).*

### **Key Areas of Responsibility:**

- Greets guests and completes the check-in process by inputting and retrieving information from the computer system, confirming pertinent information including guest contact information, number of guests, and room assignments.
- Directs guests to their rooms by showing the location on the resort map.
- Maintains knowledge of the resort's amenities, services, policies, menus/mealtimes, and area attractions.
- Responds to guests' request/concerns and relays information to appropriate department.
- Completes check out procedures, computes bills, collects payment, and closes out guest accounts upon completion of stay.
- Maintains knowledge of front desks standard operating procedures.
- Performs administrative tasks such as sending and receiving faxes, making copies, and sending e-mail correspondence.
- Assist guests with purchases in the gift shop, processes transactions using cash, check, or credit/debit cards or by transferring purchases onto the guest bill using the POS system.
- Maintains the appearance of the gift shop, unpacks and stocks new merchandise, and rotates inventory on shelves.
- Other duties as assigned by the Front Office Manager

### **Education:**

- High School diploma or equivalent is preferred.
- Associates degree or higher is a plus.

**Experience:**

- One year of office/clerical or customer service experience is preferred.
- Retail, Front Desk, or Hospitality experience is a plus.

**Knowledge and Characteristics:**

- Excellent communication and customer service skills required.
- Knowledge of MS Office, email and internet.
- Ability to operate basic office equipment and POS system.
- Must have good organizational and multitasking abilities and problem-solving skills.
- Ability to lift up to 20 lbs.
- Ability to accurately handle cash, check, and debit/credit transactions.
- Ability to count and provide correct change.
- Ability to work a flexible schedule based on department and company needs including weekends, evenings, and holidays.
- Ability to move in a full range of motion and be able to stand or sit for extended periods of time.

**Terms of Employment:**

This is a seasonal position from mid-April through mid-November. Days will vary, but will include some evening, weekend, and holiday work, and potential overtime during the peak season. This is an hourly position and can be full or part-time. Work will be indoors in a controlled environment.

This job description is not intended to and does not create a contract or offer of employment. If hired, employment will be on an at-will basis and can be terminated by either party.