

Motel Burlington

Motel Burlington - The hotel desk clerk is normally the person who works at the front desk of an establishment such as a motel, a resort, an inn or hotel. The clerk's main task is to provide customer service checking patrons into and out of the hotel and answering the phones. The desk clerk is one of the few personnel who customers would see at the hotel, therefore, it is vital that they be polite and helpful and represent the facility well. If the hotel desk clerk is happy and friendly, chances are you might want to stay at that establishment once again.

A hotel desk clerk has to take down some essential information when checking guests in. They would be required to obtain the phone numbers and names of the customers as well as the payment details and any prior reservation number. Additionally, the hotel desk clerk could have the task to operate a cash drawer and keeping records or books for it. The patrons will need their room keys when checking in and those will be provided by the desk clerk after the registration process is done. If there is any pertinent information about the hotel, such as restaurant, pool or room service hours and all that, the desk clerk could pass along that info, together with policies about check-in and check-out.

Throughout the day, the hotel desk clerk will be responsible for answering the phone calls and answering questions by people within the hotel or individuals emailing and calling the hotel. They need to complete cancellations and take reservations. Patrons usually stop by the front desk to be able to ask questions and hence, the clerk must keep their work area tidy. In some hotels, additional amenities are provided like for instance spa services or room service and the customers may ask the help of the desk clerk in making such reservations. Additionally, a desk clerk needs to be able to help resolve any problems a customer might encounter during their stay.

Most hotel clerks will have knowledge about the surrounding area and are normally great resources for tourists about local attractions. A desk clerk would have to settle any unpaid balances on the room, during the guest's check-out time. The desk clerk will usually ask during that time if the customers had a nice visit or possibly inquire if there was any room for improvement. This particular position needs constant communication with individuals, from other hotel employees to the guests themselves; thus, it is really essential that the individual for the job is polite, respectful and personable.

Lots of hotel desk clerks would have either a high school diploma or equivalent. They will work full time, while others will work part time depending on the season and the requirement of the particular hotel. Successful hotel desk clerks carry out their tasks well and efficiently. They are considerate, arrive to work on time and reliable. Individuals who have proven they can carry out these tasks effectively might be able to apply for a supervisory or managerial position within the hotel eventually.