

1. Front Desk Clerk (or Guest Service Agent)

of Openings

Job Duties:

Consistently demonstrates superior customer service skills by displaying outlined service behaviors. Maintains an upbeat and positive attitude, creates positive energy with gestures and sustains enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates guests' wins. Is informed of daily information, builds relationships by greeting guests with a warm greeting. Anticipates needs and provides fast, flawless service. Checks for satisfaction and effective service breakdowns when they arise. Promotes total rewards programs and award membership. Provides a warm farewell and thanks guests for visiting.

Manages the processing of all hotel reservations, assigns rooms, and registers guests. Prepares packages for Sales and Hotel, including the ordering, packaging, and redemption of coupons. Coordinates check-in and check-out times with Market. Receives for groups and manage delivery and pick up schedules. Ensures that all rooms are cleaned by Housekeeping before keys are issued. Responsible for following up on individuals, groups and check-outs communicated through housekeeping. Responsible for cash and credit cards in payment, obtaining proper approval and authorization. Maintains an operating bank, renders bills and issues change. Provides reservations for Casino/Hotel guests, including and use of restaurants. Handles special requests for guests, including limousines, flowers and arrangements for special occasions. Responsible for messages, mail and packages for guests and departments within Hotel. Ensures and control of safe deposit transactions. Empowered to ensure customer problems from all departments are resolved promptly, courteous and efficient manner. Administers superior customer service to all guests. Authorized to view only the pre-approved room occupancy report and do not have access to pricing information. Knowledge of Hotel, community and special events in order to accurately provide guests with needed information.

Qualifications:

High school diploma. Proficiency in typing, computer skills. Outstanding public relations and communication skills. Experience in handling money. Professional appearance; working knowledge of the Atlantic City. Openness to work in a fast-paced, high energy environment.