Job Description

Title: Front Desk Night Agent

Reports to: Front Desk Manager

Department: Hospitality

Job type: Part-Time Position

Position Overview:

The Art of Living Retreat Center seeks a dedicated and friendly individual to join our team as a Front Desk Night Agent. The Front Desk Agent is pivotal in providing exceptional guest service and ensuring smooth operations at the retreat center. As the first point of contact for guests, they are responsible for creating a warm and welcoming atmosphere and addressing guest inquiries and needs throughout their stay. This vital position requires excellent communication skills, strong attention to detail, and the ability to multitask effectively.

RESPONSIBILITIES

Guest Services

- Greet guests in a friendly and professional manner, creating a positive first impression.
- Provide information about our Retreat Center, available rooms, rates, and amenities.
- Conduct group presentations during large check-in days.
- Conduct group orientations 1-3 times a week.
- Assist guests with online and phone reservations, ensuring accuracy and efficiency.
- Assist guests with check-in and check-out procedures, ensuring a seamless experience.
- Handle guest inquiries, requests, and complaints promptly and professionally.
- Respond to clients' complaints in a timely and professional manner.
- Provide personalized recommendations and assistance to enhance guests' overall experience.
- Liaise with our housekeeping staff to ensure all rooms are clean and tidy, and that internal notes are met to accommodate guest needs.
- Maintain updated records of bookings, signed waivers, and payments.

Reservations and Administrative Tasks

- Manage guest reservations using the retreat center's booking system (Retreat Guru), ensuring accuracy and efficiency.
Monitor Retreat Guru for upcoming bookings, assess room coordination, and accommodate guests based on their needs, ensuring a seamless and personalized experience.

Answer phone calls and emails promptly, providing excellent customer service.

Process payments, issue invoices, and maintain accurate records of financial transactions.

Provide detailed notes in guests' reservation files.

Maintain the front desk area, ensuring cleanliness, organization, and a welcoming ambiance.

Prepare and distribute nightly reports, including occupancy, arrivals, and departures.

Create hotel keys for arriving guests.

Leadership and Teamwork

Work collaboratively with the Front Desk Manager to manage and update lodging reservations in the Retreat Guru system, ensuring accurate and organized guest records for upcoming events and retreats.

Monitor and maintain active and accurate online listings on various platforms to ensure the retreat center's information is up-to-date and appealing to potential guests and attendees.

Collaborate with other departments, such as housekeeping and maintenance, to ensure smooth nighttime operations.

Communicate guest preferences, special requests, and feedback to relevant team members.

Act as a liaison between guests and internal staff, ensuring effective communication.

Foster positive relationships with guests, creating a warm and hospitable environment.

Notify instructors or workshop leaders if a guest is arriving late and make necessary arrangements for their smooth check-in the following morning.

Answer online reviews, address guest feedback, and respond to guest complaints.

Collect valuable guest feedback during their stay and convey this input to the Hospitality Manager for continuous improvement in guest experiences.

Requirements

High school diploma or equivalent; additional education in hospitality or related fields is a plus.

Proven experience in a customer service role, preferably in the hospitality industry.

Good public speaking skills.

Excellent interpersonal and communication skills, both verbal and written.

Strong problem-solving abilities, with a proactive and solution-oriented approach.

Ability to multitask and prioritize tasks in a fast-paced environment.

Proficiency in computer systems and software, including MS Office, and reservation systems.
• Flexibility to work a varied schedule, including evenings, weekends, and holidays.
• Knowledge of the Art of Living Foundation and its programs is an advantage.