

FRONT DESK AGENT (San Mateo/Foster City)

The Crowne Plaza Foster City-San Mateo Hotel is part of the IHG hotel Group, with over 5,000 hotels all over the world. Our hotel is offering an exciting opportunity for a guest-focused, friendly, outgoing individual to greet and assist guests as a **Front Desk Agent**, to work from 7am to 3pm or 3pm to 11pm (Shifts vary with business needs). From cheerfully greeting the excited family on a vacation, friends on a travel adventure to assisting business travelers' request, you'll have many opportunities to brighten someone's day.

SUMMARY OF DUTIES AND RESPONSIBILITIES:

- Provide first impression to our guests and possess a passion for delivering exceptional service
- Greet and assist all guest(s) on arrival and at departure (Group check in/out, IHG member/VIP)
- Processes customer payments according to established policies and procedures
- Handle cash and credit card transactions accurately and confidently
- Provide information and directions to guest(s) and respond to guests' request for assistance
- Resolves minor guest(s) complaints to the satisfaction of the customer
- Respond to guests promptly

QUALIFICATIONS:

- Ability to speak professionally and proficiently converse with guest(s)
- Customer service experience is preferred
- Basic computer skills
- Scheduling flexibility to meet operational needs
- Ability to work effectively and efficiently with composure

BENEFITS:

- Competitive starting pay
- Vacation, sick and holiday pay
- Matching 401K plan
- Paid 30 minute meal break for shifts over 6 hours (7.5 hours worked, paid for 8 hours)
- Free Lunch or Dinner for shifts over 6 hours
- Hotel room worldwide discount program
- Fun activities i.e. annual employee picnic, holiday parties, employee of the month celebrations, etc.

Apply in person or send resume via link above

Address: Crowne Plaza Hotel
1221 Chess Drive
Foster City, CA 94404
Contact No.: 650-295-6141
www.eventscp.com