

## **JOB DESCRIPTION**

**Position:** Front Desk Agent – Full Time

**Property:** The Coachman Hotel, South Lake Tahoe

**Hotel Introduction:** Welcome to the re-envisioned and newly renovated Coachman Hotel, a new motel experience that embraces modern style and convenience while celebrating escapes to nature. Within a few blocks of Lake Tahoe and Heavenly Mountain Resort, the Hotel is both a retreat and gateway to the great outdoors. Guests can cool off in the pool in the summer, relax in the hot-tub in the winter, have a great cup of coffee in the morning, and gather for beers and shares stories around the fire pit after a day out in the wild.

**Job Overview:** We are looking for energetic, friendly, passionate, responsible, and professional team members to help launch and guide The Coachman Hotel to success. Ideal candidates will possess a passion for hospitality and travel, an extreme attention to detail, uncompromising principles of customer service, and expert knowledge of the Lake Tahoe area.

**Job Summary:** Responsible for assisting with day-to-day operation of the hotel including rooms operations, food and beverage, and maintenance. Be accountable for and an integral part of resolving all problems in all areas of the hotel. Front Desk Agents will experience a tremendous amount of contact with guests, team members, and the community of South Lake Tahoe. We are a small boutique property and job flexibility is required – some housekeeping, property cleaning, breakfast oversight, and more.

**Functions:** Basic hotel operations functions including, not limited to, check-in/out of guests, issue parking passes, assisting guests with recommendations, requests, and local activities, processing of payments, and other functions as needed

Preparation, service, and cleanup of daily continental breakfast

Preparation, charging, service, and cleanup of coffee, espresso, beer, and wine (training will be provided)

Assist in organizing and executing guest events

Resolve guest issues and ensure complete guest satisfaction

Monitor and maintain cleanliness, sanitation, and organization of work areas

Maintain complete knowledge at all times of hotel features, hours of operation, room types, room rates, daily guest count, expected arrivals and departures, room availability, and schedule activities

Maintain a detailed understanding of activities, attractions, restaurants, and events in Lake Tahoe

Answer hotel telephone and respond promptly to all guest inquiries

Document all guest requests, complaints, and/or issues

Take, record, and relay messages accurately, completely, and legibly

Abilities:

Perform job functions with attention to detail

Be able to remain calm and resolve guest issues using good judgment

Anticipate and understand guest service needs

Maintain a positive attitude at all times

Work cohesively with co-workers as part of a team

Work with minimal supervision

Identify and offer suggestions for hotel improvements

Maintain confidentiality of guest information and hotel data

Perform moderate physical requirements including, but not limited to, carrying, lifting, pushing, or pulling up to 25 pounds; walking or standing 95% or more of a normal 8 hour work shift; light shoveling or use of snow blowing equipment

Must be able to work weekends and holiday periods

Qualifications:

High School diploma or GED; Bachelor's Degree preferred

No prior hospitality industry experience required, but must have a passion for providing excellent customer service and guest experiences

Basic arithmetic, computer skills, and ability to quickly grasp use of new software and tools

Fluency in English both verbal and non-verbal; other languages a plus

Valid drivers license and clean criminal history