

## Burnaby Hotels Cheap

Burnaby Hotels Cheap - The person or people working at the front desk of a hotel is the hotel receptionist. Upon arrival of visitors, their duty is to greet the guest and attend to issues which may arise while they stay at the hotel. Occasionally the hotel receptionists are referred to as front desk clerks. The majority of hotels prefer that their receptionists have the equivalent of a diploma in high school, however, several may prefer they have an associate's degree in hotel management or business.

In a normal day of work, a hotel receptionist will most likely take reservations when potential visitors call or answer any questions they might have. They will need to be sufficient at maintaining records and maybe even create and utilize a filing system. It is vital that the hotel receptionist can keep their work place tidy since it is the first place a guest would see upon entering the hotel. When the visitor arrives, the receptionist will complete the check-in process by taking credit card, license plates and various personal details.

The receptionists other tasks would include assigning a visitor with a room, explaining policies and checkout times, and would create a key. The receptionist would need to know how to work credit and debit card machines, in order to accept payments for guests staying at the hotel. The receptionist must also set up a charge account for the visitors to utilize throughout their stay so they can charge stuff like room service, mini-bar treats and phone calls to their rooms and pay for everything upon checking out.

If guests have any questions or concerns, they could stop by the front desk or even call down. The receptionist must be able to answer most questions which a guest may have. If the guest has any problems, the receptionist should be capable of dealing with the problem herself or be able to direct the guest to someone else like a manager in order to solve the issue. When the visitors are ready to check out, the receptionist will accept and process final payment for their services and their rooms. This is a great time for the receptionist to receive any feedback from the guest and hear any compliments, improvements or suggestions.

A hotel receptionist will need to have good math and computer skills, to be able to be skilled in this kind of position. Good client service skills and ability to keep a good rapport would go a long way into hopefully seeing repeat business from contented clients. The hotel receptionist is often among the few hotel employees who interact with guests throughout their stay; therefore, it is imperative that they represent the establishment well. Many hotels offer 24 hour front desk service, and shifts can range significantly. Hotel receptionists may work full or part time and can be promoted into a managerial position sooner or later if they do very well doing their job.