

Motel Burnaby

Motel Burnaby - The hotel desk clerk is normally the person who works at the front desk of an establishment like a motel, a resort, an inn or hotel. The clerk's main task is to provide customer service checking guests into and out of the hotel and answering the phones. The desk clerk is amongst the few personnel who patrons will see at the hotel, thus, it is crucial that they represent the facility well and be polite and helpful. If the hotel desk clerk is friendly and happy, chances are you may want to stay at that same hotel once more.

A hotel desk clerk has to take down some important information when checking guests in. They would be required to get the phone numbers and names of the guests as well as the payment details and any prior reservation number. What's more, the hotel desk clerk might have the responsibility for operating a cash drawer and keeping records or books for it. The customers will need their room keys when checking in and those would be provided by the desk clerk once the process of registration is complete. If there is any relevant information regarding the hotel, such as restaurant, pool or room service hours and all that, the desk clerk could pass along that particular information, together with policies regarding check-in and check-out.

During the day, the hotel desk clerk would be responsible for answering the phones and answering questions by individuals within the hotel or people emailing and calling the hotel. They should complete cancellations and take reservations. Customers normally stop by the front desk to be able to ask questions and thus, the clerk must keep their work area tidy. Within various hotels, additional amenities are offered such as room service or spa services and the patrons might ask the help of the desk clerk in making those reservations. In addition, a desk clerk has to be able to help resolve any problems a customer might encounter during their stay.

Usually, hotel desk clerks have a lot of knowledge about the area that the hotel is located. They are normally a wonderful source of information about local attractions. A desk clerk would have to settle any unpaid balances on the room, during the customer's check-out time. The desk clerk would normally ask during that time if the customers had a nice stay or possibly ask them if there was any room for improvement. This job position requires constant communication with people, from other employees of the hotel to the guests themselves; thus, it is vital that the individual for the job is personable, polite and respectful.

In nearly all cases, hotel desk clerks have a high school diploma or the equivalent. They may work full time or part time, depending on the season and the nature of the business. Successful hotel desk clerks carry out their duties efficiently and well. They are considerate, arrive to work on time and reliable. Individuals who have proven they could complete these tasks well may be able to apply for a managerial or supervisory position within the hotel eventually.