

Motel Markham

Motel Markham - Normally, a hotel desk clerk is the person who works at the front desk of an establishment such as a motel, a resort, an inn or hotel. The hotel desk clerk is mainly responsible for offering excellent customer service every time and checking customers into and out of the facility. The desk clerk is among the few personnel who guests will see at the hotel, hence, it is essential that they be polite and helpful and represent the facility well. If the hotel desk clerk is friendly and happy, chances are you might want to stay at that same hotel once more.

When the guests are checking in, the hotel desk clerk should take down some vital info. They are required to write down information like the guests phone numbers and names, along with reservation numbers or payment details. In addition, the hotel desk clerk can have the job to operate a cash drawer and keeping records or books for it. The patrons will need their room keys after checking in and those would be provided by the desk clerk once the registration process is complete. If there is any important information regarding the hotel, like restaurant, pool or room service hours and that. the desk clerk could pass along that information, along with policies regarding check-in and check-out.

A hotel desk clerk would need to answer the phones or any questions throughout the day by patrons and individuals calling or emailing the hotel. They would be able to take new reservations and complete any room cancellations. Guests usually stop by the front desk in order to ask questions and therefore, the clerk should keep their work area tidy. Within some hotels, extra amenities are provided like for example room service or spa services and the guests might request the help of the desk clerk in making those reservations. Additionally, a desk clerk must be able to help resolve any concerns a guest may encounter throughout their visit.

Most often, hotel desk clerks have a lot of knowledge regarding the area which the hotel is situated. They are normally a wonderful source of information regarding local attractions. A desk clerk should settle any unpaid balances on the room, during the check-out time of the customer. The desk clerk would normally ask during that time if the guests had a pleasant stay or possibly ask them if there needs to be any improvement. This job position requires constant communication with people, from other staff members of the hotel to the guests themselves; therefore, 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 part time or full time, depending on the season and the nature of the business. Successful hotel desk clerks carry out their tasks well and efficiently. They arrive to work on time, dependable and considerate. People who have proven they can handle these responsibilities well can apply for a managerial or supervisory role within the hotel eventually.