

## Front Desk Agent

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Company: LXR by Hilton

Location: Indonesia

Category: other-general

A Front Desk Agent assists in daily Front Office operations and works with customers and Guests to serve their needs and provide an excellent customer service experience.

### What will I be doing?

As Front Desk Agent, you will assist in daily Front Office operations and work with customers and Guests to serve their needs and provide an excellent customer service experience. A Front Desk Agent is responsible for managing the first impressions of our Guests and, therefore, must perform the following tasks to the highest standards:

Assist the Front Office Manager with daily Front Office operations and to check villas prior to guests check-in to ensure they are clean, properly equipped and in a high standard of maintenance

Provide prompt service and actively seek opportunities to drive Guest satisfaction

Ensure the team are kept fully aware of any relevant feedback from either the Guests or other departments

Manage, resolve or escalate any and all Guest complaints quickly

Work with all facilities and services provided within the hotel and identify opportunities for up-selling and promoting new or ongoing events

implement and maintain guest recognition program

Advise team of any special events or VIP Guests in the hotel for events or for general accommodations

Ensure a high level of product knowledge of the hotel and the local area and be aware of the daily hotel event schedule

Attend all Front Office meetings

Act in accordance with fire, health and safety regulations and follow the correct procedures when required

Serve your role and Team in an environmentally-conscience manner

### **What are we looking for?**

Front Desk Agent serving Hilton brands are always working on behalf of our Guests and working with other Team Members. To successfully fill this role, you should maintain the attitude, behaviours, skills, and values that follow:

Previous customer service experience within the hotel/resort industry

Excellent interpersonal and communication skills

Commitment to delivering a high level of customer service

Ability to work under pressure

Excellent grooming standards

Flexibility to respond to a variety of work situations

It would be advantageous in this position for you to demonstrate the following capabilities and distinctions:

High level of IT proficiency

Chinese or Korean proficiency

### **MEANINGFUL BENEFITS FOR YOUR CAREER & WELL-BEING**

**We support the well-being and performance of Team Members with industry-leading rewards, recognition and support to meet their needs and dreams: Best-in-Class PTO  
Go Hilton Travel Discount Program**

Hotel rates as low as \$40/night! Health & Welfare Benefit Plans Debt-Free Education Retirement Savings Program Employee Stock Purchase Plan Mental Wellness Support Flexible Schedules Access to your pay when you need it through DailyPay

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