

Hotel Front Desk Agent

Icicle Village Resort in Leavenworth, WA invites you to work with us on our fast-paced, fun hospitality team!

We currently seek an evening Front Desk Agent, who is detail oriented with a natural aptitude for customer service.

Job Duties:

- Take reservations via telephone and register guests upon their arrival
- Use and maintain database of vacancies, reservations and room assignments
- Understand room locations, types of rooms available, and room rates
- Communicate with all departments
- Respond to guest inquiries, problem solve and give recommendations
- Process guest checkouts and handle monetary transactions
- Perform other duties as assigned

Qualifications:

- Previous hotel-related experience preferred
- Ability to communicate with public, hotel staff, and management in a professional manner, including use of proper telephone etiquette
- Knowledge of surrounding areas and local events a plus
- Skilled in the use of front office equipment
- Ability to stand for long periods of time
- Willingness to work a flexible schedule, including weekends and holidays
- Punctuality and reliable attendance are required

Inquire about our fantastic benefits and other fun perks including employee & family discounts, employee luncheons, holiday parties and complimentary 10-year anniversary trip!

Visit us at www.iciclevillage.com to access our employment application. You can also contact us at 509-548-7000 or pick up an application at our front desk at 505 Hwy 2, Leavenworth.