

**Company Name** Hershey Entertainment & Resorts

**Contact Person's Name** Chase Fisher

**Contact Person's Phone** 717-534-3152

**Contact Person's Email** chsfisher@hersheypa.com

**Company Location/Address** 100 Hotel Road, Hershey, PA 17033

**Position to be Advertised including Job Title** Front Desk Attendant

**Job Description**

This position is responsible for greeting, registering and orienting guests to The Hotel Hershey.

Job Functions:

Greeting guests upon their arrival

Registering guests and confirming room rates

Providing information about the Hotel and other attractions within the company and the area

Maintaining an accurate count of room status and availability

Reserving guest rooms in accordance with special requests

Processing guest room charges • Receiving payments on accounts

Balancing receipts at the end of each shift • Answering telephones

Handling guest questions/concerns/complaints

Basic Qualifications:

Must be at least 18 years of age or older.

Must have high school diploma or GED equivalent.

Additional Qualifications:

Proven guest relations, problem solving and organizational skills.

Ability to work with computerized front office systems, file, computer figures, and handle cash with a high degree of accuracy.

Professional image representative of company image.

Working Conditions:

Ability to work in a hectic, fast-paced environment.

Physical requirements include standing (up to 100% of the shift), hearing, speaking, performing detailed work at close distances, and finger dexterity.

Schedule may vary based on business needs.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Hershey Entertainment & Resorts is an Equal Opportunity Employer

**Type of Position** Full-time

**(Check all the apply.)**

**Position Available on**      Nov 07, 2022

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