

**Front Desk Agent**

Job Category: Hotel Staff

Schedule: Full-Time, Part-Time, Over-Time Non-Exempt

$$+: $16.00 per hour starting pay

Reports to: Assistant General Manager

Located in Boone, North Carolina, Rhode’s Motor Lodge is a soon to open 54-room renovated and reimagined mid-century motel that captures the spirit of adventure and the essence of the High Country in both design and attitude. Our hip, one-of-a-kind boutique hotel features stylish design, a lively restaurant & bar, and an outdoor adventure vibe, making it an authentic hospitality experience for both travelers and locals. Our down-to-earth brand of hospitality is reflected in our welcoming and warm atmosphere. We don’t know a stranger here and everything we do is centered around our guests.

The person in this position must have excellent communication skills, the ability to resolve conflict, and a thorough understanding of what it takes to provide excellent hospitality. The Front Desk position must develop and maintain the company’s culture, values, and reputation in the public eye and with all staff, guests, vendors, and partners.

**About LODEN Hospitality**

LODEN Hospitality is a hospitality development and management company based in Raleigh, NC. You will be joining a fun team of people delivering warm welcomes and unforgettable hospitality experiences to everyone who comes through our doors. Every day we support each other in exercising our creativity, embracing challenges, and serving our guests and community. In addition to Rhode’s Motor Lodge, we also own and operate The Longleaf Hotel & Lounge in Raleigh, Aloft Durham Downtown, Hampton Inn & Suites Raleigh Midtown, and Guest House Raleigh.

LODEN Hospitality is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit, and business need.

LODEN Hospitality pays competitive wages and offers a working environment that encourages individuality and creativity. We offer a benefits package to employees who work 32 hours/week. Other benefits are listed under compensation below.

**Responsibilities:**

This is an exciting opportunity to be part of a new and unique hospitality team for Boone’s newest boutique hotel & canteen. As a Front Desk agent, you will oversee all front desk activities. This includes checking guests in and out, ensuring all reservations are handled efficiently and accurately, answering calls, anticipating guests’ needs and having a confident, pleasant and professional demeanor. This is a very visible position that will work closely with The Canteen team to deliver our version of hospitality to both hotel and lounge guests. The Front Desk Agent must reflect the hotel’s culture, values and reputation with all staff, guests, vendors and partners.

**Job Requirements:**

* Ambassador of Rhode’s mission, vision, and values
* Be knowledgeable and able to execute check in and check out processes efficiently while maintaining the highest criteria for hospitality.
* Maintain awareness of culinary offerings for guests of the hotel and the lounge.
* Maintain education and training for POS and other software as it pertains to the hotel, commissary and lounge.
* Maintain cleanliness of self, workstation, and equipment
* Multitask and prioritize necessary tasks to ensure readiness and smooth execution of check in and check out procedures.
* Mitigate any risk for staff and guests ensuring safety.
* Ensure that daily tasks are completed during the shift and during shift changes.
* Be able to assist in training of new hire front desk staff.
* Practice controls to minimize supply waste.
* Execute special projects as assigned by supervisors.
* Handle guest room and any lounge related guest complaints that are received and problem solved until resolved.
* Situationally assist outside workstation
* Attending regular department staff meetings and training.
* Work a variety of shifts, as required, including nights, weekends, and holidays.
* Ability/willingness to arrive before and work during inclement weather. Policies for employee accommodations during inclement weather will be communicated.

**Knowledge, Skills & Abilities:**

* Hardworking, dependable, and honest
* Manage stressors and multi-task while communicating effectively.
* Passion for executing a high standard of hospitality and anticipation of guest needs.
* Excellent teamwork and communication skills in a high stress environment
* Flexible schedule, including evenings, weekends, and holidays when needed.
* Speaking, reading, and writing in English is required.

**Physical & Mental Demands:**

* Willingness to periodically work longer or more irregular hours when needed.
* Physically active - the employee will be required to stand, kneel, and walk while performing the duties of this job. The person in this position may have to lift/carry up to fifty (50) pounds daily; anything over fifty (50) pounds is considered a minimum two (2) person lift.
* Stress management: manages stress in a professional manner.
* The employee frequently is required to use hands and fingers and must reach with hands and arms.
* The noise level in the work environment is usually moderate, typical of a hotel/restaurant setting.

**Requirements:**

* High school diploma or equivalent
* Minimum of 1-2 years of hotel front desk experience preferred

**Compensation:**

* $$+:16 per-hour
* Discounted rates at Loden Hospitality Managed Properties
* Full-time employees enjoy:
	+ Paid time off and paid holidays
	+ Subsidized Health Insurance

**Service Principles We Live By:**

* We always respond with what we can do, not with what we won’t do.
* We go above and beyond by delivering more than expected.
* We believe that having empathy is an essential characteristic in how we deliver awesome service.
* We believe in being our authentic and genuine selves by treating everyone with respect and care.
* We believe in remaining true to our word and with integrity.
* We believe that our places should feel like home. If a guest needs something, we work to make it so.

Interested candidates, send resume to kaleb@rhodesmotorlodge.com