

## **Holiday Inn- Hoover**

### **Position: FRONT DESK AGENT**

Holiday Inn Hoover is looking for dynamic, enthusiastic, motivated individuals to join our team. We empower our associates to create magical moments for our guests.

Job duties include, but are not limited to:

- The front desk agent/night auditor is the first point of contact that a guest has when entering the hotel and is responsible for making a great impression on the guest and making sure that their needs are taken care of.
- Adhere to all uniform standards and maintain a professional appearance at all times.
- Offer a genuine friendly welcome to all guests.
- Create a positive check-in experience and enter accurate necessary information into Opera PMS system.
- Be responsive to all guest needs and follow through on all guest requests.
- Always exhibit a genuine and caring attitude toward guests.
- Communicate pertinent information with team members and management.
- Offer a genuine friendly farewell to all departing guests.
- Answer all telephone calls in a timely and professional manner.
- Knowledge of location of all function/meeting space in the hotel.
- Run daily reports and complete all shift checklists.
- Opera experience preferred but not required.

Come join one of the best hotels in Fultondale and become part of a growing management company. Service, Smiles, Friendly Attitude will win us and our guests over.

Job Type: FULL AND PART TIME AVAILABLE

**\*\*IF APPLYING IN PERSON, BE PREPARED FOR ON-THE-SPOT INTERVIEWS\*\***

### **COVID-19 precautions**

- Personal protective equipment provided or required
- Plastic shield at work stations
- Temperature screenings
- Social distancing guidelines in place
- Virtual meetings
- Sanitizing, disinfecting, or cleaning procedures in place

### **Applicant Qualification**

- How many years of Hotel Experience experience do you have?
- How many years of Customer Service experience do you have?
- Please list 2-3 dates and time ranges that you could do an interview.
- For this job, are you able to commute to Hoover, AL 35244?
- Are you authorized to work in the United States?
- Which shift(s) are you available to work?

### **Language: English**

**To APPLY, Contact: Paula Fernandez Martin, [pfernandez@hihoover.com](mailto:pfernandez@hihoover.com)**

General Manager

**Holiday Inn Hoover**

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