

Hotel Receptionist Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Hotel Receptionist / Front Desk Agent / Guest Services Agent

1.2 Position Summary

The Hotel Receptionist is the first point of contact for guests and is responsible for providing exceptional customer service throughout the guest journey. This role involves managing check-ins and check-outs, handling reservations, processing payments, responding to guest enquiries and ensuring a seamless and welcoming experience for all visitors.

The position requires excellent communication and organisational skills, proficiency with property management systems, attention to detail in administrative tasks and the ability to remain calm and professional in a fast-paced environment while managing multiple priorities simultaneously.

1.3 Reporting Structure

This position reports to:

- Front Office Manager / Front Desk Manager
- Hotel Manager / General Manager
- Front Desk Supervisor (during shifts)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on hotel occupancy)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Guest Check-In and Check-Out

- Welcome guests warmly and conduct efficient check-in procedures
- Verify guest identification and reservation details
- Process room assignments and issue key cards
- Explain hotel facilities, services and local area information
- Handle check-out procedures including account reconciliation
- Process payments and handle cash, credit card and EFTPOS transactions
- Address any guest concerns or billing queries
- Encourage guest feedback and review completion

2.2 Reservation Management

- Process new reservations via phone, email and online booking systems
- Confirm reservation details and payment information
- Modify or cancel existing reservations as requested
- Manage room inventory and availability in the property management system
- Handle group bookings and special requests
- Update reservation notes with guest preferences and requirements
- Send confirmation emails and pre-arrival communications

2.3 Guest Services and Enquiries

- Answer phone calls and respond to guest enquiries promptly
- Provide information about hotel facilities, services and local attractions
- Arrange wake-up calls, taxi bookings and restaurant reservations
- Coordinate with other hotel departments to fulfill guest requests
- Handle guest complaints and escalate to management when necessary
- Maintain knowledge of local events, transport options and tourist destinations
- Assist with luggage storage and mail handling

2.4 Property Management System Operations

- Maintain accurate guest records and reservation information
- Process room rate changes, upgrades and special packages
- Generate daily arrival and departure lists
- Update room status in coordination with housekeeping
- Process incidental charges and room service orders
- Run end-of-shift reports and reconcile transactions
- Maintain data accuracy and system integrity

2.5 Administrative Duties

- Handle incoming and outgoing correspondence
- Maintain organised filing systems for guest records
- Process invoices and accounts receivable documentation
- Prepare daily reports for management
- Coordinate with housekeeping on room availability and status
- Monitor and report maintenance issues
- Maintain cleanliness and organisation of front desk area

2.6 Security and Cash Handling

- Follow security protocols for guest and property safety
- Monitor access to restricted areas
- Handle cash float and reconcile daily transactions
- Process credit card transactions securely
- Report suspicious activities or security concerns
- Maintain confidentiality of guest information
- Follow emergency procedures when required

2.7 Revenue Management Support

- Upsell room upgrades and hotel services when appropriate
- Promote hotel facilities including restaurants, spa and meeting rooms
- Apply dynamic pricing strategies as directed by management
- Maximise occupancy through effective reservation management
- Process package deals and promotional offers accurately

3. Required Skills and Attributes

3.1 Essential Skills

Customer Service Excellence

Exceptional interpersonal skills with ability to create positive first impressions. Professional telephone manner. Ability to anticipate guest needs and provide personalised service. Patience and empathy when dealing with diverse guests and challenging situations.

Communication Skills

Clear verbal and written communication. Ability to convey information accurately and professionally. Active listening skills. Multilingual abilities are highly valued. Professional email and phone etiquette.

Technical Proficiency

Competency with property management systems (PMS) such as Opera, Protel or similar. Proficient in Microsoft Office applications. Ability to learn new software systems quickly. Understanding of online booking platforms and channel management.

Organisation and Multitasking

Strong organisational skills and attention to detail. Ability to prioritise tasks during busy periods. Efficient time management. Capability to handle multiple guests and enquiries simultaneously while maintaining service quality.

3.2 Personal Attributes

- Professional presentation and grooming standards
- Friendly, welcoming and approachable demeanour
- Positive attitude and enthusiasm for hospitality
- Reliability and punctuality for all shifts

- Flexibility to work varied shifts including nights, weekends and public holidays
- Ability to remain calm under pressure
- Strong problem-solving abilities
- Team player with collaborative approach
- Discretion and trustworthiness with confidential information
- Cultural sensitivity and awareness

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work flexible roster including early mornings, late nights, weekends and public holidays
- Strong numeracy skills for cash handling and billing
- Basic computer literacy and typing skills

4.2 Desirable Qualifications

- Certificate III in Hospitality or similar qualification
- Previous hotel or accommodation experience
- Experience with property management systems
- Customer service training or qualifications
- Additional language skills (particularly Asian languages)
- First aid certificate
- Responsible Service of Alcohol (RSA) if hotel has bar facilities

4.3 Experience

Previous front desk or guest services experience is preferred but not essential for entry-level positions. Training will be provided to candidates who demonstrate the right attitude, professional presentation and aptitude for hospitality. Experienced receptionists should be able to demonstrate proficiency with PMS systems, check-in/check-out procedures and guest relations.

5. Working Conditions

5.1 Hours of Work

- Rotating shifts including morning (7am-3pm), afternoon (3pm-11pm) and night shifts
- Regular work on weekends and public holidays
- Shift lengths typically 8 hours
- Peak periods during check-in (afternoon) and check-out (morning) times
- Roster provided in advance as per award requirements

- Possible split shifts during high season

5.2 Physical Requirements

- Standing for extended periods at front desk
- Occasional lifting and moving of guest luggage (up to 15kg)
- Repetitive computer and keyboard work
- Good eyesight for computer screens and documentation
- Clear speaking voice for telephone and face-to-face communication

5.3 Work Environment

- Indoor hotel lobby and front desk environment
- Air-conditioned workspace
- Professional office setting
- Constant interaction with guests and hotel staff
- May be busy and fast-paced during peak periods
- Occasional stressful situations requiring composure

5.4 Uniform and Presentation

- Uniform provided by hotel (typically professional business attire)
- Neat and professional appearance required at all times
- Closed professional footwear
- Minimal jewellery and conservative makeup
- Hair neat and tidy (long hair tied back)
- Name badge to be worn during all shifts

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels, motels and other accommodation businesses.

6.2 Classification Level

Hotel Receptionists are generally classified under the award as:

- Level 2: Receptionist with basic front desk duties
- Level 3: Experienced receptionist with advanced PMS skills and guest relations
- Level 4: Senior receptionist with supervisory responsibilities or specialised duties

The specific classification level will be determined based on the duties performed, technical skills and experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Evening work (after 7pm): Additional loading may apply
- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Overnight work: Night shift allowances apply

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all guests, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding guest information and hotel operations
- Follow all hotel policies, procedures and brand standards
- Represent the hotel positively at all times
- Arrive on time for scheduled shifts in full uniform
- Notify management of absence or lateness as soon as possible

7.2 Service Standards

- Provide warm, genuine and personalised service to every guest
- Anticipate guest needs and exceed expectations
- Handle all enquiries promptly and efficiently
- Resolve complaints with empathy and professionalism
- Maintain product knowledge of hotel facilities and local area
- Promote hotel services and upsell appropriately

7.3 Accuracy and Attention to Detail

- Ensure all guest information and reservations are accurate
- Double-check billing and payment processing
- Maintain accurate records in property management system
- Follow proper cash handling procedures
- Report discrepancies or errors immediately

7.4 Teamwork Expectations

- Support colleagues during busy periods

- Communicate clearly with all departments
- Share information during shift handovers
- Participate positively in team meetings
- Accept feedback constructively and implement improvements
- Assist with training of new team members

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and availability
- Copies of relevant certificates (hospitality qualifications, RSA, etc.)
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview at the hotel
- Skills assessment or trial shift if required
- Reference checks
- Police check (working with vulnerable persons)

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: _____ / _____ / _____