

Front Desk Job & Night Audit Description

Duties

Hotel front desk clerks perform some or all of the following duties:

- **Maintain an inventory of vacancies, reservations and room assignments**
- **Register arriving guests and assign rooms**
- **Answer enquiries regarding hotel services and registration by letter, by telephone and in person, provide information about services available in the community and respond to guests' complaints**
- **Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems**

Employment Requirements

- **Completion of secondary school or equivalent is usually required.**
- **Completion of a two-year apprenticeship program, or a college program in front desk operations or hotel management may be required.**