



13767W County Road B
Hayward, WI 54843

Job Posting

Job Title: Group Sales Representative/Front Desk Clerk
Department: Lodge
Reports to: Hospitality Manager
Pay Range: NE6
Opening Date: 8/24/2021
Closing Date: Until Filled

Basic purpose or function: The Group Sales Representative/Front Desk Clerk is responsible for attending to guest needs of checking-in and out and accurately taking reservations and answering questions regarding room rates, amenities, services and about area and facility offerings.

Job Responsibilities:

- Must maintain strict confidentiality.
- Must possess excellent customer service skills.
- Must be able to handle any situation professionally while under pressure.
- Check guests in using a computerized front desk software program while ensuring that proper room accommodations have been secured with an acceptable form of payment.
- Use a front desk key card code to make keys for the proper room and length of stay.
- Use a credit card authorization and charge machine.
- Will make posting of charges and payments into guest folios.
- Accurately maintain all cash handling functions.
- Must be able to count a cash drawer up to \$3,000.00
- Must know all guestroom configurations, types and location in the building.
- Distribute information regarding current functions in the casino complex
- Take reservations and check-in guests who do not have reservations.
- Must become familiar with all rate structures, discount and comp. packages and necessary authorization requirements.
- Required to secure complete guest registration information on registration card and in computer system.
- Will be required to handle all telephone PRX calls and efficiently transfer call requests to reach other departments or guest rooms.
- Will need to monitor room availability for any given date on a continuous basis for maintaining accuracy of reservations.
- Checkout guests ensuring accuracy of charges and balancing transactions between the charge card machine and the front desk software program.
- Prepare reconciliations of all transactions and deposits at the end of shift and deliver to the casino vault.
- Be able to prepare cash exchange forms.
- Must learn fire alarm system sufficiently enough to determine location of potential fire danger and to disarm and rearm system.
- Required to learn how to calmly respond to emergency situations and to contact the appropriate personnel or agencies for guest safety.
- Should maintain constant communication with Shift Leads for availability of clean rooms
- Communicate with security in the event of suspected illegal activity on the premises.
- Needs to be in contact with the maintenance department when service or care is needed for machines, equipment or pool area care.
- Ability to operate fax and copy office machines.

- Accurately record the issuance and return of pass keys for Service Specialist, Public Space Cleaner and maintenance personnel.
- Must accurately read and record any situations/information on a front desk shift report.
- Must accurately record any pertinent information in any logs required by the front desk.
- Will handle all groups: including reservations, guest inquiries, along with VIP and Conference Center room blocks groups.
- Establish and maintain a relationship with the Casino VIP Host through in-person contact while on property as well as by phone, and emails.
- Take payment tenders for group and direct bills.
- Work with group representatives on current and/or potential business for the Casino Lodge.
- Greeting all group upon their arrival. Ensuring that all billing statements are correct for check out.
- Maintaining and organizing all information pertaining to groups and direct billing.
- Perform all other front desk duties outlined in that job description.
- Handle all In House Request Forms and logs
- Perform other duties assigned

Minimum Qualifications:

- Must be at least 18 years of age.
- High School Diploma or equivalent
- Bookkeeping skills or experience helpful
- Must possess a detailed math aptitude with an ability to determine correct debits and credits to guest accounts.
- Computer keyboard and ten key experience preferred.
- Ability to calmly perform multiple tasks simultaneously
- Must have a positive, helpful, pleasant and professional demeanor.
- Required to be well organized and able to work under pressure.
- Required to have professional oral and written skills.
- Must be able to stand at the front desk for most of the shift.
- Must have a good sense of responsibility, and be self-motivated.
- Must be able to work a flexible schedule
- Ability to follow direction well.
- Must possess a pleasant, helpful attitude towards guest, co-workers and management.
- Requires stamina to perform repetitive movement.
- May be required to lift 35 pound, stand 100% of the time and bend 75% of the time.

Native American Preference applies to all candidates who apply.

Apply online at:

www.sevenwindscasino.com

Our Team

If you are unable to apply online, submit information to:

Human Resource Department
Sevenwinds Casino, Lodge & Conference Center
13767W County Road B
Hayward, WI 54843

Doug Merrill, Training & Development Specialist
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