

# FRONT DESK AGENT

## EXPERIENCE GUIDE

### ON A DAILY BASIS, YOU WILL...

- Be a gatekeeper of the Hotel Dryce experience; before, during, and after a guest visit
- Champion advising and guiding guests from a concierge perspective in order to define their Fort Worth experience
- Anticipate our guest needs and multitask with ease
- Carry out requests in an assured, hands-on manner
- Take pride in delivering memorable and personalized guest experiences
- Ensure all common areas are maintained in a welcoming, safe, and cleanly manner
- Smoothly drive all of the hotel communication methods
- Efficiently utilize hotel technology systems to support our operational procedures, including reservations, arrivals, departures, payments and all guest requests
- Collaborate cross-departmentally with our housekeeping, bar, and leadership team
- Perform any other tasks to ensure smooth operation of Hotel Dryce

### IN YOUR PROFESSIONAL LIFE, YOU ARE A...

- People-person with a hospitable nature
- Fort Worth enthusiast with a desire to share your insider knowledge
- Strong interpersonal communicator with technical skills
- Proactive worker with a positive attitude
- Problem solver with a capacity to multitask
- Good listener with the ability to empathize
- Entertainer with stories to tell
- Organized with capacity to follow-through on things
- Trustworthy and autonomous
- Forward-facing community member with hotel/hospitality experience

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