

Hotel front desk agent job description

Updated October 17, 2026. Written and reviewed by the HRTally Research Team. Replace everything in [brackets].

Details

- Department: [Department]
- Reports to: [Manager title]
- Location: [City, State, or remote]
- Employment type: [Full-time, part-time, or seasonal]
- FLSA status: Nonexempt
- Pay range: [\$X to \$Y per hour]

About [Company]

[Two or three sentences about what your company does, who it serves, and why people like working here.]

Job summary

We're looking for a front desk agent to welcome our guests, handle check-in and check-out smoothly, and solve problems so every stay goes well.

What you'll do

- Check guests in and out, verify identification and payment, and issue room keys.
- Answer phone calls, emails, and guest requests promptly.
- Explain hotel amenities, local recommendations, and policies.
- Handle reservations, changes, and cancellations in the property management system.
- Resolve guest complaints and escalate to the manager on duty when needed.
- Coordinate with housekeeping and maintenance on room status and repairs.
- Handle cash and card payments and balance the drawer.
- Follow safety, security, and emergency procedures.

What you'll need

- Friendly, professional communication in person and on the phone.
- Comfort learning a property management system.
- Ability to stand for most of the shift.
- Availability for [day, evening, or overnight] shifts, including weekends and holidays.

Nice to have

- Previous hotel or customer service experience.
- Experience with [property management system].
- Second language spoken by many of our guests.

Skills

Hospitality, Problem solving, Multitasking, Cash handling, Calm under pressure, Local knowledge.

Physical demands and work environment

Hotel lobby. Requires standing for most of the shift, using computers and phones, and occasionally lifting luggage up to 40 pounds.

Pay and benefits

[\$X to \$Y per hour], based on experience and location. [List benefits, such as health insurance, retirement plan match, paid time off, and training.]

Equal opportunity

[Company] is an equal opportunity employer. We consider all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other status protected by law. If you need a reasonable accommodation to apply or interview, contact [name] at [email or phone].

Hiring notes for HR and the hiring manager

Pay data

- Median hourly wage: \$16.86 (BLS OEWS, May 2025, SOC 43-4081, Hotel, motel, and resort desk clerks).
- Median annual equivalent: \$35,070 (hourly median x 2,080 hours).
- Mean annual wage: \$35,550.
- Check state and metro data at bls.gov/oes before setting your range, and include the range in postings where the law requires it.

Exempt status and legal notes

FLSA status: Nonexempt (overtime eligible). Duties and pay decide overtime eligibility, not the job title.

Front desk agents are nonexempt. Overnight agents who are required to stay on the premises must generally be paid for that time, and sleeping time can be excluded only in limited cases set out in DOL rules. Several cities, including Seattle, Chicago, and Los Angeles, have hotel worker protection ordinances with requirements such as panic buttons for some staff. Shift differentials for nights should be stated in the posting.

How to customize it

- Say which shift you're hiring for, and the shift differential for nights.
- Mention whether the role includes night audit duties.
- List travel perks, such as discounted stays at sister properties.
- Explain how upselling incentives work, if any.

Interview questions

1. Tell me about a time you turned around an unhappy guest.
2. What would you do if a guest arrived and their reservation was missing?
3. How would you handle a noise complaint at 1 a.m.?
4. How do you stay organized during a busy check-in rush?

Before you post

- Separate required from preferred. Required means you won't hire without it. Everything else is preferred. Long required lists screen out qualified people.
- Describe physical demands and environment. Lifting, standing, shifts, travel, noise, temperature. This sets honest expectations and supports an ADA essential functions record.

- State the pay range. Required in a growing list of states and cities, and expected by candidates everywhere else.
- Say exempt or nonexempt. Decide based on duties and salary before you post, and keep the classification consistent with how you pay.
- Name required licenses and checks. Licenses, certifications, background checks, drug tests, and driving record reviews, with the timing of each.
- Add the accommodation and EEO statement. Tell candidates how to request a reasonable accommodation, and include your equal opportunity statement.

Find 50 free job descriptions at hrtally.com/job-descriptions

Compare HR software, read independent reviews, and get free quotes at www.hrtally.com

Related: Housekeeper, Receptionist, Customer service representative