**Key Responsibilities:**

* **Guest Services:** Greet guests warmly upon arrival and assist with check-in and check-out procedures, ensuring a seamless experience.
* **Reservation Management:** Handle room reservations, modifications, and cancellations efficiently using the property management system.
* **Customer Inquiries:** Respond to guest inquiries regarding hotel services, local attractions, and amenities, providing accurate information and recommendations.
* **Billing and Payments:** Process payments, manage cash handling, and ensure accurate billing for guests during their stay.
* **Communication:** Coordinate with housekeeping and maintenance teams to address guest requests and resolve issues promptly.