



Front Desk Associate

Inn at the Oaks in Eastham, MA, is looking for an outgoing and dependable front desk associate to join our team at our beautiful and historic Inn on Cape Cod. We are a small, but busy, award-winning Inn with 13 guest rooms. This position is seasonal from May – October, up to 30 hours per week.

- Answer phone calls or email requests promptly, making sure all guest questions are answered correctly and professionally
- Make reservations using the Inn's reservation management system
- Prepare daily arrival report and check-in envelopes with welcome letter and room key
- Make sure rooms are prepared for the correct number of arrivals
- Must have a thorough knowledge of all the Inn's features and rooms/suites
- Provide a warm and welcoming greeting to guests and assist with registration process
- Provide a quick first floor tour while explaining the Inn's policies and procedures to ensure a comfortable guest experience
- Show the guests to their room and review room features
- Educate guest about local restaurants and attractions
- Handle any guest complaints or requests promptly and calmly
- Act as manager on call if the Innkeepers need to step away from the premises
- Computer proficiency required
- Must be flexible and willing to pitch in when needed

Position reports to Innkeepers

One year of hospitality experience preferred

Salary: \$18.00 to \$20.00/hour based on experience

Hours: 5-day week, 2:00 – 8:00, must be able to work Friday and one weekend day

Must have reliable transportation.

One meal included per shift. Uniform shirt provided.

Call 508-255-1886 and ask for Melody, or send your resume to reservations@innattheoaks.com