



## Job Profile

**Job Title:** Front Office Agent  
**Department:** Front Office  
**Reports to:** Department Manager

---

### About the job:

Process all guest check- ins and outs and serving guests at the front desk while providing the highest level of service possible in an efficient, courteous, and professional manner by following CDM standards of hospitality and adhering to guidelines and procedures. Represents the resort to the guests throughout all stages of the guests' stay.

### Knowledge & Skills

- Strong Verbal and written communication skills in English, Spanish, Dutch, and Papiamento.
- Knowledge of principles and processes for providing guests services in hospitality.
- Ability to courteously and effectively interact with all age groups.
- Ability to work both independently and in a team environment.

### Education & Experience

- High School Degree or Associate's Degree (preferred).
- Minimum of 2 years of experience (preferred).