**Seasonal Job Opportunity**

**Mid May to Early September**

**Guest Services Representative**

**Position: Full Time and Part Time** – with the requirement to work 4-5 shifts every week with flexibility to work Monday - Sunday from 7 am to 8 pm.

**JOB PURPOSE**

The Guest Service Representative represents the hotel to the guests throughout all stages of the

guests stay.

**DUTIES & RESPONSIBILITIES**

* Responsible for communicating and processing reservations by guests by email,

 mail, telephone and fax.

* Responsible for determining a guest’s reservation status and identifies how long the guest will stay.
* Assists guests in completing registration card.
* Knowledgeable of the types of rooms available as well as their location, layout, rates and benefits. Knowledgeable of the deposit policy of the resort and prepares letters of confirmation.
* Responsible for the processing of cancellations and modifications.
* Registers guests and assigns guests to rooms while accommodating special requests whenever possible.
* Assists in pre-registration and blocking of rooms for reservations.
* Possess thorough understanding and adheres to proper credit, and cash handling policies and procedures.
* Co-ordinates room status updates with the housekeeping department by notifying housekeeping of all check-outs, late check outs, early check-ins, and special requests.
* Knowledgeable of the use of front office equipment.
* Responsible for posting all charges to guest and master schedules.
* Must use proper and polite telephone etiquette.
* Responsible for completing guest check in and check out procedures and settling guest accounts.
* Receives payment from guests at check in and remaining balance upon check out, coordinating the billing of credit card and cash payments with the accounting department.
* All accounts are balanced by Representative at the close of each shift.
* Responsible for any cash used in processing front desk transactions.
* As required, may perform a variety of banking services for guests, such as foreign exchange.
* Must maintain a clean and neat appearance and work area at all times.
* Must promote goodwill by being courteous, friendly and helpful to guest, managers and fellow employees.
* Promote and maintain a safe and healthy work environment adhering to the legislation set out by Occupational Health and Safety Act.
* Perform daily visual workplace inspections.
* Attend safety talks, and staff meetings.
* Participate in the accident/incident investigation program.
* Conducts self with regard for safety of employees; is aware of safety and evacuation procedures.
* Assist with the training of new employees.
* Report to supervisor/manager any health and safety violations.
* Works in compliance with the Occupational Health & Safety Act.
* Assist with other related duties, as required.

**QUALIFICATIONS:**

**EDUCATION**

Minimum of Grade 11 education.

**SPECIALIZED KNOWLEDGE**

Basic knowledge of Microsoft WORD & EXCEL.

**EXPERIENCE**

Previous customer service experience.

Previous hospitality experience.

**OTHER**

Excellent communication and guest service skills.

A second language an asset

Must be able to work well with minimal supervision and be a team player.

Must be physically fit and able to lift heavy items (approx. 25lbs).

Flexibility in scheduling a must.

We will pay you a fair wage and provide you with a great place to work.

**Interested applicants should send a resume to: rnewmaster@bonniedoone.ca**