

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