



Elmhirst's Resort

1045 Settler's Line
Keene, ON
K0L 2G0
Phone: 705-295-4591

Front Desk Guest Services Agent

Summary of Responsibilities:

Reporting to the Senior Rooms Leader, responsibilities and essential job functions include but are not limited to the following:

- Providing courteous and efficient telephone services including accurate message taking Controlling key sign in/out procedures for certain hotel departments
- Collecting & maintaining information on the hotel and surrounding area
- Answering guest inquiries regarding rates, special packages, and general information accurately and in a timely manner
- Responsible for check in and out of guests
- Creating reservations via telephone, email reservations, correspondence and in person Responsible for a cash float
- Present statements of charges to departing guests and receive payment
- Performing general office duties
- Ensuring the safety and well being of our guests and co-workers by maintaining a knowledge of crisis and emergency procedures
- Ensuring inter-departmental communication and cooperation in the interest of better guest satisfaction
- Working shifts as business levels dictate

Qualifications:

- Proficient in the English language (verbal & written), second language is an asset
- Must be able to handle a multitude of tasks in an intense, ever-changing environment
- Ability to focus attention on guest needs, remaining calm and courteous at all times
- Previous customer related experience an asset
- Computer literate in Microsoft Window applications an asset
- Must possess a professional presentation

- Strong interpersonal and problem solving abilities
- Highly responsible & reliable
- Ability to work well under pressure in a fast paced environment
- Ability to work cohesively with fellow colleagues as part of a team
- Hospitality Diploma is an asset
- Must be flexible in terms of working hours
- Must have the ability to handle cash effectively and accurately

Physical Aspects of Position:

Physical aspects of the position include but are not limited to the following:

- Frequent standing and walking throughout shift

Job Type: Full-time

Required experience:

- Job related: 1 year

To Apply: Please forward resume to joan@elmhirst.ca