



AMETHYST LOBSTICK MARMOT
POCAHONTAS CABINS CHATEAU JASPER

POSITION: Front Desk Agent
Staff Accommodation available. This position is eligible for benefits and the incentive/bonus program
Hourly Rate: \$10.80-13.10/hourly

The Front Desk Agent is usually the first and last contact for anyone staying in the hotel. As such, the role is vital in determining what impression the guest will be left with of our hotels. Minor problems during a guest stay will be overlooked with a personable and caring Front Desk Agent. The Front Desk Agent is an important Ambassador for Mountain Park Lodges.

RESPONSIBILITIES:

- Take reservations, cancellations, etc.
- Enter reservations into computer
- Block rooms
- Check in guests
- Post charges to guest folios
- Know Emergency Manual Thoroughly
- Handle guest inquiries and provide information about the town and surrounding area
- Handle minor guest complaints
- Handle guest complaints if you are able to do so, or refer the guest to the Hotel Manager or Front Desk supervision
- Check out guests
- Be responsible for front desk float
- Make deposits at end of shift
- Assist with the training of new staff
- Provide information recounts, special guests, etc. to other departments
- Co-ordinate room status with Housekeeping Department.
- Ensure office and lobby areas are kept neat and clean.
- Learn the Night Audit procedures.
- Perform other related duties as directed.

QUALIFICATIONS:

- Minimum grade 12 education.
- Certification for position or previous experience an asset.
- Neat in appearance.
- Pleasing and outgoing personality.
- Good communication skills.
- Ability to accept direction.
- Ability to train and give direction.
- Sound knowledge of computers.
- Typing skills an asset
- Ability to work within a "Team" concept