



Outstanding Workplace of the Year Award, Chamber of Commerce (2018)
Employer of the Year Award, Tourism Vancouver Island (2018)

If you are interested in joining an award-winning hotel in Victoria and wish to be part of a fun work atmosphere that promotes career development and embraces diversity, we want to hear from you!

Job title: Bellperson

Summary of Job:

As the first and last impression of Inn at Laurel Point, the Bellperson position is an integral part of ensuring Guest satisfaction. The primary responsibility of a Bellperson is to provide engaging, personalized and anticipative service in all interactions with an aim to exceed Guest needs and expectations.

Job Requirements:

- Flexible availability for shifts: will be scheduled for a combination of early morning shifts, day shifts, and late evening shifts
- Must be fully available to work weekdays, weekends and statutory holidays
- Must be able to lift up to 50lbs
- Must possess a valid BC driver's license and be able to drive automatic and standard vehicles
- Upon hire, must provide driver's abstract to determine driver's record
- Must have Canadian work permit to apply (if non-resident of Canada)

Responsibilities:

- Demonstrate a commitment to provide warm, anticipative service to exceed the needs and expectations of our discerning guests through attention to detail and recognition
- Provide exceptional guest service to our guests
- Coordinate dinner reservations, airline and train accommodations, sedan transfers, and other guest requests
- Gather and maintain knowledge of new and existing services available to hotel guests
- Maintain a high level of professionalism in all aspects of job performance in accordance with our Values of Respect, Excellence, Curiosity, and Stewardship
- Ensure that the Inn at Laurel Point Service Standards are adhered to in an effort to consistently offer the best service possible
- Ensure all aspects of work station, including storage area and communication log is maintained clean, organized and up to date

- Energize the Inn at Laurel Point brand by promoting guest loyalty and local recognition
- Assist guests with luggage, escort incoming guests to their destination, assist group & tour arrivals and departures
- Assist with all evening house duties including guest room deliveries, turn down service and addressing guest room cleanliness and maintenance concerns
- Assist in maintaining the Inn and its public spaces in a clean and presentable fashion at all times
- All other duties as assigned

Qualifications:

- Previous Bellperson experience an asset
- Passion for guest service
- Excellent interpersonal skills
- Excellent time management skills
- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Knowledge of Fidelio Opera systems, Word, Excel an asset
- Exceptional knowledge of Victoria and Surrounding area and attractions
- A resourceful personality
- Must be able to multitask & consistently deliver top quality service in a fast paced work environment
- Must be a team oriented & motivated individual
- Must be able to embrace the 4 core values of the Laurel Point Inn: Excellence, Respect, Curiosity and Stewardship

Reports To: Guest Services Manager

Apply Now! Please email your resume to Ann Reeves, Human Resources Manager at careers@laurelpoint.com. Thank you for considering Inn at Laurel Point as your employer of choice!

What's in it for you?

- Competitive Wages
- Comprehensive medical and extended health benefits package
- Employer-sponsored RRSP contribution program
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Summertime volleyball on Sticky Wicket rooftop, BBQ's on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant + patio staff discount 50%
- Friends & Family hotel discount (so you can show off your amazing workplace)
- Candidate referral bonus - \$300

- Industry discounts
- Workshops
- Skill and advancement training programs
- Shower and locker facilities