

JOB POSTING

Job Title: Reservations Agent

Job Status: Permanent. Hours may vary based on hotel occupancy

Joining Bonus: \$500 (\$200 on joining + \$300 after completing probation)

Start Wage: \$22.20 per hour to \$22.70 per hour (at 1yr.) + commissions as applicable

Summary of Position:

To represent the Inn at Laurel Point in all guest interactions as “A refined coastal experience in a waterfront city setting, guided by sincere, friendly service, to create remarkable memories.” The Reservations Agent’s primary focus is on the effective selling of guest rooms either by phone, chat or email. Their secondary focus is to service all room division departments in analyzing guest room requirements.

Responsibilities:

- Responsible for managing all incoming calls for the reservation department and ensures response for all queries and maintains a professional relationship with our guests. Assists in overflow calls from switchboard/front office
- Manage reservations tasks for Inn at Laurel Point
- Responsible for responding to all email inquiries, online chat queries and messaging via online extranets portals
- Input rooming lists for conference and tour markets
- Evaluate guest room inventories and effectively selling available room types and packages. Maintain a balanced inventory by juggling the general inventory when required
- In depth understanding of Inn at Laurel Point selling philosophies and rate categories
- Counsel guests on hotel policies, cancellation policies, best routes of travel locally and activities to participate in once in Victoria
- Cross-sell and assist in arranging special favours and dining experiences
- Assist with the preparation of revenue, reservation and statistical reports
- Process and manage all reservations received on a high quantity of various channels and booking methods
- Process all pre-payments on reservations received through online/email bookings
- Prepare reservations and investigate oddities to proactively minimize errors
- Relay pertinent information to guests
- Complete day to day routine tasks within the reservations department
- Accurate filing and handling of confidential information
- Assist in the sale of gift cards

- Work cooperatively with other departments as required, ensuring the highest level of guest service is provided
- Assist the Director of Revenue and the Reservations Manager on additional projects as required

Qualifications:

- Sales experience an asset
- Previous hotel reservations experience an asset
- Previous experience with OPERA Property Management System an asset
- Good working knowledge of Word, Excel and other computer related programs an asset
- Excellent communications skills both written & oral
- Excellent knowledge of Victoria
- Excellent interpersonal skills
- Ability to multi-task
- Must have a positive attitude and be able to work independently and well with others
- Must be able to embrace the 4 core values of the at Laurel Point: Excellence, Respect, Curiosity and Stewardship

Job Requirements:

- Flexible availability for shifts Monday through Sunday: will be scheduled for a combination of morning shifts, day shifts, and evening shifts
- Must be available to work weekdays, weekends and statutory holidays
- Must be legally permitted to work in Canada

Reports To: Reservations Manager and Director of Revenue

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

Apply Now! Please email your resume to careers@laurelpoint.com. For more information, please visit our Careers page at www.laurelpoint.com/careers

What's in it for you?

- Competitive Wages
- 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
- Comprehensive benefits package
- Colleague of the month recognition program

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- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
 - Aura waterfront restaurant + patio staff discount – 50%
 - Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one night stay including breakfast for 2
 - Friends & Family hotel discount (*so you can show off your amazing workplace*)
 - Candidate referral bonus - \$500
 - Industry discounts
 - Workshops
 - Cross-training opportunities
 - Skill and advancement training programs
 - Shower and locker facilities

Thank you for considering Inn at Laurel Point as your employer of choice!