

# JOB POSTING

**Job Title:** Front Desk Agent

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

**Start Wage:** \$24.06 per hour - \$24.56 per hour (at 1 yr.) + commissions

## Summary of Position:


To represent 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.” As a Front Desk Agent, your primary responsibility will be the check-in and check-out of our guests and answering any hotel and Victoria area related questions.

## 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
- Answer & appropriately qualify all incoming calls on multi-line telephone system
- Efficiently & accurately process check ins and check outs
- Assist when needed in Coordinating 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 Laurel Point Inn Service Standards are adhered to in an effort to consistently offer the best service possible
- Energize the Laurel Point Inn brand by promoting guest loyalty and local recognition
- Assist both internal and external guests to the best of your abilities
- Assist in necessary day to day operations of the Front Office
- All other duties as assigned

## Qualifications:

- Previous experience as a hotel Front Desk Agent an asset
- Previous multi-line telephone and reservations experience an asset
- Previous experience with OPERA Property Management System or other Property Management Systems an asset
- Previous cash handling and processing experience an asset
- Working knowledge of Word, Excel and other computer related programs an asset
- Passion for guest service
- Excellent interpersonal and time management skills

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- Exceptional communication skills, both written and oral
  - Must be a team oriented & motivated individual
  - Highly organized, results-oriented with the ability to be flexible and work well under pressure
  - Exceptional knowledge of Victoria and Surrounding area and attractions an asset
  - A resourceful personality
  - Flexible availability: including early mornings, evenings, weekends and statutory holidays
  - Ability to work overnight shifts, 10:30pm – 7am, as required
  - Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

#### 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
- Ability to work overnight shifts, 10:30pm – 7am, as required
- Must be legally permitted to work in Canada


**Reports To:** Front Office Manager and Guest Services Manager

**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](mailto:careers@laurelpoint.com). For more information, please visit our Careers page at [www.laurelpoint.com/careers](http://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
- 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

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- Skill and advancement training programs
  - Shower and locker facilities

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