

JOB POSTING

Job Title: Front Desk Agent

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

Start Wage: \$26.50 per hour - \$27.00 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
- 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

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Reports To: Front Office 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. 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
- 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!