

Your company, your values, your career!

FRONT DESK AGENT TEKARRA LODGE, JASPER, ALBERTA

Our culture is rooted in our values and leadership accountability; and as part of that culture we believe in the growth and development of our Ambassadors. Join us and be a part of an exciting place to work. As a Front Desk Agent you will provide superior customer service and administrative support to the Front Office at Tekarra Lodge.

The Front Desk Ambassador is required to maintain a flexible schedule that includes evenings, holidays, and split shifts.

Duties and Responsibilities:

- Greets arriving guests and follows established check-ins procedures
- Reviews daily arrivals list and checks VIP notes and other special guest requests
- Daily reviews and processes room and rate changes
- Assigns and pre-blocks rooms for pre-registered guests and special requests
- Confirms out-of-order rooms with Housekeeping and updates status of rooms on a regular basis
- Provides check-out services to departing guests, ensures that all accounts and payments are correct and posts all late charges
- Ensures public and working areas are maintained, clean and tidy at all times
- Assists guest in foreign currency exchange transactions
- Accurately follows Coast Hotels cash handling policies and procedures
- Accurately completes shift updates and cash-out procedures
- Informs and updates the Front Office Manager on all guest related issues
- Other duties as assigned by the Front Office Manager

Qualifications & Skill Requirements:

- Minimum 1 year experience in similar position preferred
- Successful completion of high school education required
- Degree/Diploma in Hospitality, or Hospitality industry courses in Hotel Management a definite asset
- Self motivated team player with demonstrated interpersonal skills required
- Demonstrated, problem solving and decision-making skills
- Demonstrated ability to work in a fast paced, multi-tasking, multi-functional team environment required
- Demonstrated superior customer service philosophy required
- Working knowledge of computer programs: Microsoft Office, Email, Property Management System an asset
- Personal alignment with Coast's 5 core values and corporate culture required
- Superior communication skills in English, both verbal and written required, with working knowledge of a second language a definite asset
- Must be bondable and have a clear police clearance, background check is required upon hire

Additional information:

- Position begins May 10, 2021 and runs until October 13, 2021
- Staff Accommodations available
- All positions will receive required training to fulfill duties & responsibilities

Coast Hotels offers a variety of benefits, including competitive wages & benefits, employee discounts, training & development, career advancement opportunities and more!

Please apply online at www.coastcareers.ca

*Coast Hotels is an Equal Opportunity Employer
Coast Hotels would like to thank all interested applicants
Only those selected for an interview will be contacted*

NO PLACE LIKE COAST!