



Harrison Hot Springs Resort is currently recruiting for the position of **Head Front Desk Agent (Temporary Staff Accommodation available)**.

About our company:

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

POSITION SUMMARY:

Assist the Front Office Manager in directing and supervising operational activities of the hotel's Front Office to provide the highest service standards while permitting acceptable profit levels. The position is responsible for the day to day guest operations in the absence of the Front Office Manager. Able and willing to recommend procedural changes. Aid in the administration of the Front Desk, Bell Desk, and PBX operations. Implement and monitor the department's budget and assist in controlling expenses within approved budget constraints. This position ensures all Front Office operational procedures are accomplished and followed up and that policies are maintained. The Head Front Desk Agent contributes to the professional image of the hotel by performing the following duties:

ESSENTIAL FUNCTIONS:

- In the absence of the Front Office manager, reviews the daily room revenue report and monitors rate changes and adjustments. i.e. allowances for F & B and Rooms, which are then investigated and reported to appropriate Department Managers.
- Reinforce staff to promote hotel facilities and services.
- Ensures daily communication with Housekeeping
- Monitor the cleanliness of the front of the hotel, lobby area, business center, and the front and back offices.

- Work closely with the Controller and Accounting Department to ensure compliance with accounting procedures and cash handling policies.
- Ensures guest requests are followed up. i.e. PBX call log for requests and concerns are all followed-up on.
- Support the FOM in resolving guest problems and complaints and ensuring FOM is aware of all incidents.
- Assist in scheduling Front Office personnel while maximizing service and efficiency of labour costs. (Following our collective agreement).
- Assist FOM in handling billing disputes, and group billing.
- Ensure all Front Office quality standards are complied with and that policies and procedures are consistently applied.
- Coordinate activities with other hotel departments in order to facilitate increased levels of communication and guest satisfaction.
- Completes departure report and follows up with the Housekeeping department on late check-outs.
- Reviews discrepancy report from housekeeping; resolves discrepancies
- Assist the guests with pertinent information concerning the hotel's accommodations, services and features, handles special requests, and resolves complaints.
- Ensures all problems, complaints, and special instructions are logged in the Front Office communication log book.
- Some stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
- Other job related duties may be assigned.
- In the absence of the Front Office Manager, manage 25 - 30 employees, including:
 - o Front Desk Associates
 - o Switchboard Operators/PBX Operators
 - o Bell Staff
 - o Reservations (when the Reservations Manager is absent)
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include Planning, assigning, and directing work, addressing complaints and grievances and resolving problems.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- Successful completion of grade 12.
- Hospitality industry courses in hotel management/front office management from a recognized institution.
- AHMA course certificates would be an asset.
- Currently certified in Level 3 OFA First Aid or willing to complete certification.
- Minimum of three years increasingly senior supervisory experience on a busy hotel front desk.
- An equivalent combination of education and experience will be considered.
- Superior communication skills in English, oral and written.
- Ability to present information to groups of guests, employees, suppliers or manager of the hotel.
- Ability to write business correspondence, reports, memos and other documents.

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Strong computer literacy skills, including data base management.
- Superior organizational skills.
- Communication and interpersonal skills.
- Being multi-lingual is an asset.
- Flexible to a changing schedule.
- Strong cash handling skills.

Interested, qualified candidates are invited to submit their resume and cover letter to hshshr@harrisonresort.com or facsimile at 604-796-4712.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at harrisonresort.com.

- **ONLY APPLICANTS LEGALLY ELIGIBLE TO WORK IN CANADA WILL BE CONSIDERED**
- **FORIGN APPLICANTS MUST INCLUDE A COPY OF THEIR CANADIAN WORK PERMIT FOR THEIR APPLICATION TO BE CONSIDERED.**