

Job Title: Front Desk Agent

Department: Front Office

Salary: \$21 - \$24 an hour

Job Type: Full-Time, Permanent

Work Location: In Person at Sooke Harbour House Boutique Hotel

Expiry Date: Open Until Filled

Job Description

The Front Desk Agent serves as the first point of contact for guests at Sooke Harbour House Boutique Hotel. This role is critical in delivering a seamless and memorable guest experience, handling reservations, inquiries, and guest services with professionalism and care. The ideal candidate is personable, detail-oriented, and committed to creating exceptional hospitality experiences.

Key Responsibilities

Guest Services:

- Welcome guests warmly and assist with check-in and check-out processes.
- Provide personalized service to meet guest needs and preferences.
- Address guest inquiries, concerns, and complaints promptly and professionally.
- Offer concierge services, including local recommendations and special arrangements.

Reservation Management:

- Handle room reservations, cancellations, and modifications accurately.
- Maintain up-to-date knowledge of room availability, rates, and hotel policies.
- Process guest payments and manage billing with precision.

Operational Support:

SOOKE HARBOUR HOUSE

- Collaborate with housekeeping, maintenance, and other departments to ensure guest satisfaction.
- Monitor and respond to phone calls and emails promptly.
- Keep the front desk area clean, organized, and well-stocked.

Administrative Duties:

- Maintain accurate guest profiles and records in the property management system.
 - Assist with reporting and documentation as required by management.
 - Follow all hotel policies and procedures to uphold service standards.
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Qualifications and Skills

- 1-2 years of experience in front desk or customer service roles, preferably in a boutique or luxury hotel.
 - Fluency in English is essential; additional languages are an asset.
 - Strong communication, problem-solving, and interpersonal skills.
 - Familiarity with property management systems (e.g., Cloudbeds, Opera, etc.) is an asset.
 - Ability to multitask and remain calm under pressure.
 - Attention to detail and a proactive approach to guest service.
 - Flexible availability, including evenings, weekends, and holidays.
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Why Join Sooke Harbour House Boutique Hotel?

Sooke Harbour House offers more than just a job—it's a chance to be part of something special. Nestled in the stunning West Coast scenery, a move to Sooke, B.C., provides an opportunity for a lifestyle change and the chance to work in a boutique hotel with ambitious plans to reclaim its place on the global foodie map.



Additional reasons to join our team:

- Be part of a supportive and innovative work environment.
- Contribute to memorable guest experiences in one of Canada's most stunning locations.
- Opportunities for professional growth and advancement.
- Competitive compensation and benefits.

How to Apply

Submit your application, including a cover letter and resume, to the HR Coordinator at employment@sookeharbourhouse.ca. For inquiries, please contact the HR Coordinator at employment@sookeharbourhouse.ca.

Sooke Harbour House is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.