



Job Title: Front Desk Agent	Department: Front Desk
Salary: \$21-\$24 per hour	Job Type: Full Time, Part Time, Permanent
Work Location: In Person	Expiry Date: Open Until Filled

Job description

Join Our Team at Sooke Harbour House!

Are you passionate about creating and delivering exceptional hospitality experiences? Sooke Harbour House, a distinguished hotel located on Vancouver Island, is recruiting Front of House positions. As we embark on this new year, we are looking to fill out our guest services team. Our team plays a vital role in the hotel's operations. We uphold the highest standards of care for our employees, viewing each team member as a valuable asset. If you possess excellent communication skills, a positive attitude, and a dedication to excellence, we encourage you to apply.

Benefits Include:

- Competitive wages
- Staff discounts
- A supportive and inclusive work environment
- Staff meals
- Extended medical and dental benefits
- The chance to work at a historically renowned hotel overlooking the Salish Sea, in a serene work environment with breathtaking water views, and access to Whiffin Spit Trail
- Future growth opportunities

With a comprehensive 4-year renovation complete, and the soft-opening well underway, Sooke Harbour House is looking for individuals to be part of its team. Our commitment to well-being and tranquility prioritizes the health and quality of life. We serve as a steppingstone for the upcoming generation, offering ample growth opportunities in a space that promotes relaxation and rustic luxury hospitality.

Position: Front Desk Agent

Responsibilities:

- Welcome guests to the Sooke Harbour House, and the Lounge/Dining upon arrival in a friendly and professional manner.
- Oversee guest check-ins and check-outs, utilizing our reservation (Cloudbeds) and POS systems.
- Assist guests with their bags if needed.
- Being knowledgeable on and offering information for guests about hotel amenities, local attractions, and services.
- Handle guest inquiries, requests, and complaints promptly and professionally. These situations will vary, and in some cases be stressful. Being able to manage the environment, colleagues and guests is crucial.
- Multi-tasking on many different tasks at once, whilst making sure you are optimal while utilizing time management.
- Answer phone calls and emails and assist with reservations and inquiries.
- Process payments and maintain accurate records of guest transactions.
- Being able to utilize in-house POS systems for all departments.
- Assist with room assignments and room changes as needed.
- Thinking creatively, and efficiently to resolve issues.
- Maintain a clean and organized front desk area.
- Having to do alternative tasks not always being pertained to Front Desk due to the nature of the job and our small group of staff.
- Doing or picking up room services, pertaining to dining, and special requests.
- Standing for long periods of time, and occasionally lifting luggage, bags, boxes and heavy items.

- Manage incoming calls and address guest queries promptly
- Address guest requests and concerns in a timely and efficient manner
- Support with administrative duties including filing, data entry, and reservation coordination

Qualifications:

- Exceptional telephone etiquette and communication abilities
- Demonstrated dedication to providing superior customer service
- Proficiency in utilizing telephone systems and office machinery (laminators, filing systems, photocopiers, etc.)
- Previous experience in the luxury hospitality sector for a minimum of 1 year is required
- Capability to handle challenging situations with composure and professionalism
- Keen eye for detail and strong organizational proficiencies

As a Front Desk Agent, you will serve as the initial point of contact for our guests. Your welcoming attitude, effective communication, and commitment to delivering outstanding service are instrumental in fostering a positive guest experience. If you possess a passion for hospitality and enjoy engaging with individuals from diverse backgrounds, we invite you to consider joining our team.

Expected hours: 30 – 40 per week

Additional pay:

- Overtime pay