



Job Title: Head Front Desk Receptionist	Department: Front Desk
Salary: From \$23 an hour	Job Type: Full Time, Part Time, Permanent
Work Location: In Person	Expiry Date: Open Until Filled

Job description

The Head Front Desk Receptionist oversees operations at our Front Desk. As a vital member of our team, you'll ensure the smooth functioning of our establishment, maintaining high standards of customer service, and detailed communication with our team.

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. You will also be responsible for resolving any issues or concerns that arise and coordinating with our hotel staff to ensure smooth check-in and check-out processes.
- Assist guests with their bags if needed.
- Being knowledgeable on 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 job and our small group of staff.
- Doing or picking up in room services, pertaining to dining, and special requests.
- Standing for long periods of time, and occasionally lifting luggage, bags, boxes and heavy items.
- Provide leadership and guidance to front desk associates, ensuring smooth operation of the front desk.
- Train and onboard new front desk staff, ensuring they understand hotel procedures and standards.
- Monitor room availability and rates, making adjustments as needed to maximize occupancy and revenue.
- Assist with scheduling front desk staff and managing workload distribution.
- Utilizing Push Operations to conduct daily schedule approvals for payroll
- Handle escalated guest inquiries, complaints, and requests, ensuring prompt resolution and guest satisfaction.
- Collaborate with other departments to coordinate guest services and enhance the overall guest experience.
- Ensure compliance with hotel policies, procedures, and security protocols.
- Assist with administrative tasks such as reports, and inventory management.
- Conduct performance evaluations for front desk associates and provide feedback for improvement.
- Assist in housekeeping when needed, with cleaning, or collaborations
- Other duties as assigned.

Requirements:

- Proven experience in hospitality management or a related field, with a strong understanding of hotel operations.
- Exceptional leadership skills, with the ability to motivate and guide staff members effectively.
- Excellent communication and interpersonal abilities, with a focus on delivering outstanding guest service.
- Sound decision-making capabilities and the capacity to handle high-pressure situations with composure.
- Attention to detail and a commitment to upholding quality standards and protocols.
- Flexibility to work including weekends and holidays, and overnights, as required.

Sooke Harbour House is committed to excellence in hospitality, providing competitive benefit packages, and opportunities for advancement and employee growth. If you're ready to take on the challenge of leading our Front Desk operations with professionalism and dedication, we invite you to apply for the Head Front Desk Receptionist position with us. Join us in creating memorable experiences for our valued guests and taking pride in working on the beautiful coast of Vancouver Island.