



**Job Title:** Front Desk Agent

**Department:** Front Office

**Salary:** \$21 - \$24 an hour

**Job Type:** Full-Time, Permanent

**Reports To:** Front Office Manager, General Manager

**Work Location:** In Person at Sooke Harbour House Boutique Hotel

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### **Join Our Team at Sooke Harbour House**

Sooke Harbour House is a boutique hotel offering elevated West Coast hospitality in a unique and inspiring setting. Our food and beverage program showcases local ingredients, fine wines, and crafted cocktails. We are seeking an experienced **Front Desk Agent** to join our passionate team and deliver exceptional service to every guest.

### **About the Position**

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.

### **What We Offer**

- 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.
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## 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:

- 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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### What We're Looking For

- 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.