

Guest Services Agent – Job Description

Department: Front Office

Supervisor: Front Office Manager

The Guest Services Agent is typically the guest's first interaction with Hotel Elan so we need to make sure it is consistently a positive one. Each guest that walks into Hotel Elan will be welcomed and acknowledged with the Hotel Elan culture of positive customer service. You are responsible for ensuring we provide the highest level of guest service and that our standards are met and maintained at all times. With a combination of a passion for the job and the right communication with other departments, you have the ability and empowerment to make the guest's experience more than memorable. A Guest Service Agent must have a positive and professional upbeat personality with a desire to deliver outstanding customer service to our guests.

Requirements

- Experience in Guest Services, with a strong knowledge of Calgary and surrounding areas
- Exceptional interpersonal skills to enhance the service standards throughout the operation
- Excellent communication, guest service and time management skills
- Able to organize, plan ahead and manage workload
- A team player and a self-starter, yet able to work independently within Hotel Elan's standards
- Ability to work effectively in an innovative, fast-paced and multi-tasked environment
- Knowledge of the hotel industry, the hotel boutique concept and Hotel Elan culture
- Excellent computer skills, specifically Microsoft Office and use of the internet
- College or University degree preferred in Hospitality/Customer Service or a minimum of 3 years experience in a guest services role

Duties and Responsibilities

- Always greet guests in a friendly and professional manner according to Hotel Elan's standards
- Engage each guest as a unique individual and listen attentively to their requests
- Perform accurate check-ins and check-outs of guests daily
- Answer the telephone in a timely and professional manner
- Make reservations over the phone and in person
- Run daily reports to check reservations for accuracy and identify any special requests
- Responsible for a cash float throughout your shift and ensuring it balances correctly at the end of shift
- Anticipate and address guest's service needs
- Listen to guest's complaints or concerns and resolve their issue in a timely manner
- Promote a safe working environment
- Learn and adhere to all fire and emergency procedures, including procedures for handling of the fire panel, ensuring guest safety and participate in an evacuation if necessary
- Practice safe working habits, including bending and lifting appropriately to avoid injury, reporting hazards, appropriate use of cleaning chemicals and working to minimize tripping hazards
- Comply with the Hotel Elan Policies, Procedures and Code of Ethics
- Performs any additional tasks which are assigned by management

- Keep work area neat and tidy
- Uniform and personal appearance are kept clean and professional and are in accordance with Hotel Elan's Grooming Policy

Languages

- Written, spoken and reading proficiency in the English language
- Additional languages are an asset

Work Schedule

- Morning and evening shifts available, including weekends
- No planned overnight shifts

Salary

- Hourly wage

