



# Inn at Laurel Point

**Job Title:** Front Desk Agent

**Job Type:** Permanent. Hours of work per week will vary based on hotel occupancy.

**Job Requirements:**

- Flexible availability for shifts: will be scheduled for a combination of early morning shifts, day shifts, and late evening shifts
- Must be fully available to work weekdays, weekends and statutory holidays
- Ability to work overnight shifts, 10:30pm – 7am, as required
- Must have Canadian work permit to apply (if non-resident of Canada)

**Wage:** \$17.28/hr to start; \$19.75/hr after 1 year, plus commissions.

**Summary of Position:**

To represent Inn at Laurel Point in all guest interactions as an “Elegant, Pacific Rim Inspired waterfront inn where memories are created. As a Front Desk Agent, your primary responsibility will be the check-in and check-out of our guests and answering any hotel and Victoria area related questions.

**Responsibilities:**

- Demonstrate a commitment to provide warm, anticipative service to exceed the needs and expectations of our discerning guests through attention to detail and recognition
- Answer & appropriately qualify all incoming calls on multi-line telephone system
- Efficiently & accurately process check ins and check outs
- Assist when needed in Coordinating dinner reservations, airline and train accommodations, sedan transfers, and other guest requests
- Gather and maintain knowledge of new and existing services available to hotel guests
- Maintain a high level of professionalism in all aspects of job performance in accordance with our Values of Respect, Excellence, Curiosity, and Stewardship
- Ensure that Laurel Point Inn Service Standards are adhered to in an effort to consistently offer the best service possible
- Energize the Laurel Point Inn brand by promoting guest loyalty and local recognition
- Assist both internal and external guests to the best of your abilities
- Assist in necessary day to day operations of the Front Office
- All other duties as assigned

**Qualifications:**

- Previous experience as a hotel Front Desk Agent an asset
- Previous multi-line telephone and reservations experience an asset
- Previous experience with Fidelio Opera systems or other Property Management Systems an asset
- Previous cash handling and processing experience an asset
- Working knowledge of Word, Excel and other computer related programs an asset
- Passion for guest service
- Excellent interpersonal and time management skills
- Exceptional communication skills, both written and oral
- Must be a team oriented & motivated individual
- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Exceptional knowledge of Victoria and Surrounding area and attractions an asset
- A resourceful personality

- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

**Reports To:** Guest Services Manager

**Closing Date:** Please submit your application as soon as possible as applications will be reviewed daily.

**What's in it for you?**

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant + patio staff discount - 50%
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$300
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

**Summary of Company:**

Inn at Laurel Point is an elegant, Pacific Rim-inspired waterfront hotel located downtown on Victoria's Inner Harbour. It was the first carbon-neutral hotel in BC and, Condé Nast Traveler has rated the Inn as one of the top 25 hotels in Canada. For more information visit [www.laurelpoint.com](http://www.laurelpoint.com).

**We won't give you a job. We'll give you a lifestyle.**

- **Do you strive for excellence?** It's one of our benchmarks - in relationship, fair business practice and in the standards we uphold.
- **Do you uphold respect?** Respect for guests and colleagues is paramount. It's our foundation for learning and growing.
- **Are you curious?** Seeking to understand and challenge conventional thinking allows us all to find new ways to succeed.
- **Are you responsible?** As stewards and caretakers, we aim to leave a legacy of independence, innovation and responsibility in all we do.

We're looking for people who want a career that defines who they are. Because this is not just a job. It's an expression of your values and ours. We're more chameleons than corporate. More approachable than distant. Yet we're always professional and 100% committed.

We also value innovation. We want people who prefer to count on their inner resources and flexibility over rigid policies and procedures. And in return, we'll treat you as we do our guests: with sincerity, an open mind and respect.

This is a company for real people. Interesting people. People in search of a place to stay and make a difference.

If that's you, let us know.

**Thank you for considering Inn at Laurel Point as your employer of choice!**