



GUEST EXPERIENCE AGENT

The Sidney Pier Hotel & Spa is looking for full-time and part-time Guest Experience Agents to be a warm and friendly face of the hotel. If you have a friendly, cheerful personality, good sense of humour, and want to work at Sidney's "home away from home" hotel, come join our dynamic team! Our Guest Agents are the first impression guests will experience, and do everything they can to create a welcoming environment. They support and assist our guests with any needs they might have during their stay.

Responsibilities:

- Provide a warm and friendly assistance to all visitors of the hotel
- Check guests in and out while ensuring proper credit and pertinent information is received
- Promote and sell special hotel programs, special rate packages, and upgrades when appropriate
- Willingness to work the occasional shift as a Night Auditor (to cover time off, etc.)
- Maintain accurate knowledge of all events, attractions, and activities within the destination to enhance guest experience
- Maintain accurate knowledge of all functions within the hotel to direct guests to correct locations

Qualifications:

- 2+ years' experience in Hospitality industry as a Guest Experience Agent, Front Desk Agent, or similar role (i.e. travel agency experience)
- Night Audit experience an asset
- Experience with Opera Property Management system an asset
- Proficiency in MS Office and other related programs required
- Must possess strong organizational, communication, and interpersonal skills
- WorkSafe BC Level 1 First Aid Certification an asset; must be willing to be certified after successful completion of probationary period
- Must be available to work a variety of shifts

We offer a competitive starting wage, an employee benefits program, and a range of employee 'perks' including: a 50% subsidy for bus passes, a complimentary fitness centre membership, employee activities and events, recognition programs, and more!

If this sounds like the perfect opportunity for you, send us an e-mail (in Word or PDF) to careers@sidneypier.com to introduce yourself and let us know what position you want to apply for. Alternately, you can send a fax to 250-655-9764 or drop a copy off to the Front Desk of the hotel. We can't wait to meet you!