



## **GUEST EXPERIENCE AGENT**

We are looking for a motivated, guest service oriented individual to join our Front Office team at this upscale boutique property. Guest Experience Agents at The Sidney Pier Hotel & Spa will be required to provide attentive guest service in a warm and friendly atmosphere.

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.**

- 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
- Ensure all guest requests and VIP's are noted and appropriate departments are informed
- Promote and sell special hotel programs, special rate packages, and upgrades when appropriate
- Follow all Hotel policies and procedures on guest transactions, postings, charges, refunds, and cash handling
- 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
- Develop and maintain effective and productive working relationships with all other departments in the hotel; may be called upon to participate outside of department
- Provide exemplary guest service and standards that support and reflect The Sidney Pier Hotel & Spa's core values and initiatives

### **QUALIFICATIONS**

- 2+ years' experience in Hospitality industry as a Guest Experience Agent, Front Desk Agent, or similar role (i.e. travel agency experience)
- Experience with Opera Property Management system an asset
- Proficiency in MS Office and other related programs required
- Must possess strong communication and interpersonal skills
- Must possess strong organizational 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

### **EMPLOYEE PERKS:**

- Competitive starting wage
- Flexible hours: days, evenings, weekends
- Extended health & dental benefits for FT employees, with The Sidney Pier Hotel & Spa paying 50% of the premium
- Subsidized Bus Pass
- Complimentary Fitness Centre Membership
- Recognition Program
- Employee discount privileges in all outlets
- \$100 bonus for referring a quality part-time employee to us
- \$250 bonus for referring a quality full-time employee to us

If this is you, send us your resume and cover letter to [careers@sidneypier.com](mailto:careers@sidneypier.com). We thank all applicants in advance; only those selected for an interview will be contacted.