



Inn at Laurel Point

Job Title: Reservations Agent

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

Job Type: Permanent. Full-time during high season. Hours will vary based on business levels in the low season.

Job Requirements:

- Flexible availability for shifts Monday through Sunday: will be scheduled for a combination of early morning shifts, day shifts, and evening shifts
- Must be fully available to work weekdays, weekends and statutory holidays
- Must have Canadian work permit to apply (if non-resident of Canada)

Summary of Position:

To represent the Inn at Laurel Point in all guest interactions as an “Elegant, Pacific Rim Inspired waterfront inn where memories are created.” The Reservations Agent’s primary focus is on the effective selling of guest rooms either by phone or email. Their secondary focus is to service all room division departments in analyzing guest room issues.

Duties & Responsibilities:

- Reservations Agent is responsible for handling all incoming calls to the hotel, when switchboard is not scheduled
- Reservations Agent is responsible for handling all email enquiries
- Inputting of rooming lists for both conference and tour markets
- Evaluating guestroom inventories and selling effectively into those room types available
- In depth understanding of ILP selling philosophies and rate categories
- Handles all emails and fax communication for guests. Prepares them for presentation to the guest
- Counsels guests on hotel policies, cancellation policies, best routes of travel locally and activities to participate in once in Victoria. Cross sells spa and dining experiences
- Assists with the preparation of several revenue management reports
- Processes all reservations received by online bookings and F.I.T operators
- Processes all pre-payments on reservations received through online/email bookings
- Accurate call tracking for revenue and non revenue generating statistics
- Sends out confirmation letters and hotel information by any method chosen by the guest, e.g., email, hard copy, fax etc.
- General office duties to include filing

- Assists other departments when in need with clerical support whenever possible

Required Qualifications:

- Sales experience an asset
- Previous hotel reservations experience an asset
- Previous experience with Opera Property Management System an asset
- Good working knowledge of Word, Excel and other computer related programs an asset
- Excellent communications skills both written & oral
- Excellent knowledge of Victoria
- Excellent people skills
- Ability to multi-task is very important
- Must have a positive attitude and be able to work well with others
- Flexible availability: including evenings, early mornings, weekends and statutory holidays
- Must be able to embrace the 4 core values of the at Laurel Point: Excellence, Respect, Curiosity and Stewardship

Reports To: Revenue Manager

Closing Date: Please submit your application as soon as possible as applications are 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

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!

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.