



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.
- Make reservations and assist in managing online reservations and reservations channels.
- Follow all Hotel policies and procedures on guest transactions, postings, charges, refunds, and cash handling.
- Ensure all guest requests and VIP's are noted and appropriate departments are informed.
- Maintain accurate knowledge of all events, attractions, and activities within the destination to enhance guest experience.
- Provide exemplary guest service and standards that support and reflect The Sidney Pier Hotel & Spa's core values and initiatives
- Develop and maintain effective and productive working relationships with all other departments in the hotel; may be called upon to participate outside of department

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

POSITION DETAILS

- This is a full-time position that requires availability for all shifts including weekends, early mornings, evenings, and days

We offer a competitive starting wage, plus an employee benefits program along with 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.