

Job Description for: **Front Desk Agent (Seasonal)**

Reports to: Front Desk Manager and Duty Manager

Employment: Full Time Seasonal

Duties and Responsibilities:

Centres Pre Season Duties

- Check all keys are correct and function easily
- Check all telephones are hooked up and numbers are correct
- Check all units have ski lockers and combinations are correct
- DVD/TV and Stereo are hooked up and working
- Check, maintain and update building maps
- View all unit types and buildings in rental pool
- Develop a good understanding of village layout and be able to give directions to all units in rental pool
- Any other reasonable request as made a Central Reservations Manager

Front Desk

- Direct, Wholesaler and Group Guest Check In and Check Out following all correct procedures
- Make walk in direct reservations ensuring all bookings made adhere to Big White Central Reservations payment and cancellation policies
- Make shuttle bookings ensuring all pertinent information is collected
- Ensure high level of customer service is maintained at all times
- Take cash, credit card and debit card payments when necessary
- Answer and assist all incoming telephone callers to Front Desk lines
- Assist guests with all questions and reasonable requests
- Ensure accurate information is provided to all clients with respect to all Big White and Central Reservations products
- Call confirmations of 24 hour Transportation.
- Run daily end of shift audit reports and complete daily shift audit

Other

- Maintain clean and tidy appearance
- Maintain clean and tidy work area
- Assist in Front Desk daily clean up
- Any other reasonable requests as made by a Central Reservations Manager