



# FRONT DESK AGENT

Often a guest's first impression of a property is the result of the Front Desk Agent's skills and abilities. Front desk agents provide many guest services, working in the lobby or reception areas of our hotels and other accommodation facilities. The position is challenging, varied and offers the opportunity to work flexible hours and meet many new people.

## **Responsibilities:**

- Assist guests with arrivals and departures
- Handle guests' concerns
- Offer referral for services and handle requests for information
- Handle and store luggage
- Assist with the check-in and check-out of groups and tours
- Assist other departments as required

## **Knowledge, Skills and Abilities:**

- Minimum 4-6 months experience working in a reception or administration role
- A secondary school diploma is required
- Post-secondary training in tourism or hotel management is an asset
- Excellent communication skills
- Professional attitude
- Good organizational skills
- Previous experience in customer service is an asset
- Ability to use a variety of computer applications
- Cash handling experience is an asset
- Administrative skills
- Time management skills
- Ability to speak a second language is an asset
- Working knowledge of the facility, services and local area

## **Hours:**

- Per week range between 32-40 F/T and 15-32 P/T and must be flexible

## **Wage:**

- Minimum starting wage is \$9.50 per hour

## **Operational Hours:**

- Depending on the establishment operations hours can range from 6am till 11pm