

Wandlyn Inn Amherst, NS

Front Desk Reception

Job Overview

The Front Desk Agent greets guests, processes check-ins and check-outs, issues room keys, answers questions, and resolves guest requests in safe and efficient compliance with policies and procedures. Processes guest bills and collects payments in compliance with cash handling, credit card processing and accounting policies and procedures.

Responsibilities

- Process guest check-ins and room assignments following the hotel's rate structures
- Answer inquiries about hotel services, in-house events, directions, local attractions, etc.
- Ensure release of any Company, hotel, brand and guest information is consistent with privacy policies, practices and regulations
- Consistent professional and positive attitude and actions when communicating with guests and associates
- Answer phone calls make reservations and assist guests with any questions

Education and Experience:

- High school education or equivalent experience
- Guest service, basic accounting, and familiarity with hospitality industry practices an asset
- Prior Hotel experience an asset

Skills and Abilities:

- Provide friendly guest service, process check-ins and check-outs, answers questions, and resolves guest requests in compliance with policies and procedures
- Attention to details with good organizational and efficient time management skills
- Consistent professional attitude and behavior with effective listening and communication skills
- Ability to work in a fast-paced environment, sometimes under pressure, while remaining flexible and efficient

Send resume to David at cloverconcepts@hotmail.com

Only those selected will be contacted.

Thanks!