

JOB OPPORTUNITY

GUEST SERVICE AGENT

RESPONSIBILITIES:

- Provide efficient service and create memorable experiences by making emotional connections with all of our guests. Guest Service Agents will have a direct impact on the overall experience of our hotel guests and be responsible for ensuring 100% satisfaction from the moment guests arrive at the hotel until they check out.
- Welcome guests with a friendly and smiley attitude
- Accurately verify all information during the check in process and following up during check out.
- Be extremely knowledgeable of all Hotel information such as: hotel outlet hours of operation, local attractions, rate structuring and guest related events such as conventions and meetings.
- Maintain and professional personal appearance.
- It is a requirement for each new agent to work the overnight shift. The Guest Service Agent - Night Audit is responsible for the reconciliation and completion of all daily Desk Agents' work:
 - Post balances to all guest rooms and close out the day's transactions
 - Run accounts receivable reports
 - Providing next day reports to the Front Office, Housekeeping, Food and Beverage, Banquets, Health Club, Sales and Executive Office departments as required.
 - Provide guest services to guest during the overnight hours, handling and helping to resolve issues as they arise.

QUALIFICATIONS:

- Previous Guest Service experience in a large hotel.
- Able to work flexible hours, including overnight shifts.
- Must possess excellent communication and guest service skills, both verbal and written.
- Must be able to fluently speak, read, write and understand English.
- Able to assist guests with their concerns while maintaining professional standards and problem solving effectively.
- Excellent knowledge of the city, including local events, restaurants, shopping and attractions.
- Able to communicate with guests in a confident and pleasing manner in a variety of situations.
- Must be able to operate efficiently and multi-task in an extremely busy environment.
- Must possess basic computer skills.
- Must be able to exert well-paced ability to reach different floors of the hotel on a timely basis.
- Must be a team player but able to work independently.
- Organized & self motivated.
- Friendly personality & "can-do" attitude.
- Requires writing, standing, sitting, walking, repetitive motions, listening and hearing ability and visual acuity.

APPLY: Please email your cover letter and resume to Human Resources at resumes@wallcentre.com. All internal candidates should submit an internal application form (signed by your department head).