

JOB DESCRIPTION

GUEST SERVICE AGENT

The Guest Service Agent is focused on providing efficient service and creating memorable experiences by making emotional connections with all of our guests. In this position, you 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.

The successful candidate must have a friendly, smiley and welcoming attitude. The Guest Service Agent will be responsible for welcoming our guests and accurately verifying all information during the check in process and following up during check out. The candidate must 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.

There 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. Responsibilities include but are not limited to: posting balances to all guest rooms and closing out the day's transactions; running accounts receivable reports; providing next day reports to the Front Office, Housekeeping, Food and Beverage, Banquets, Health Club, Sales and Executive Office as required. The candidate for this role will be organized and self-motivated. Along with the accounting functions of the role, the Night Audit Agent may also provide guest services to guests during the overnight hours, handling and helping to resolving issues as they arise.

The successful candidate will have excellent grooming and personal presentation, a friendly personality and a "can do" attitude. A minimum of one year previous hotel experience is preferred but not required. The candidate must possess excellent customer service and communication skills, both verbal and written. This is the ideal position for someone who has a passion for guest service, values problem resolution, and enjoys working in a fast paced environment.

This role provides a wonderful introduction to the hotel industry as it allows interaction with several areas of the hotel.

QUALIFICATIONS:

- Must have previous Guest Service experience in a large hotel.
- Must be able to work flexible hours.
- Must be able to assist Guests with their concerns maintaining professional standards and problem solve effectively.
- Must be able to perform professionally and politely under pressure.
- Must have excellent knowledge of the city, including, local events, restaurants, shopping and attractions.
- Communicate effectively, both written and verbally.
- Must have the ability to communicate with guests in a confident and pleasing manner under a variety of situations.
- Must be able to operate efficiently and multi-task in an extremely busy environment.
- Must possess basic computer skills.
- Requires writing, standing, sitting, walking, repetitive motions, listening and hearing ability and visual acuity.
- 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.

- Must be able to fluently speak, read, write and understand English.

APPLY: Please submit cover letter and resume to our Human Resources Department at resumes@wallcentre.com