



## **JOB DESCRIPTION – Guest Service Agent**

First impressions are everything! As a Guest Agent, you will curate the guest experience from the moment they arrive through to their next booking by turning moments into memories throughout their stay.

We are looking for eager and engaged individuals who are passionate about next level guest experience!

### **Role and Responsibilities**

- Engage hospitality at all times, acknowledge everyone within your immediate proximity.
- Welcome guests during the arrival process, collect & confirm pertinent guest information relating to their stay.
- Ensure all financial transactions and final accounts are completed with detail and accuracy.
- Go the extra mile, respond to guest inquiries with ease and in an intuitive manner.
- Take ownership of any concerns.
- Ensure inter-departmental communication and cooperation in the interest of continued guest satisfaction. Ensuring requests are followed through effectively and efficiently.
- Ensure courteous and professional verbal communication at all times
- Provide courteous and efficient telephone service with personal care.
- Manage online, phone and email reservations. Provide callers with information on packages, available rooms, rates, and amenities. Providing suitable guestroom options. Up-sell additional packages and services, when appropriate
- Respond to guest complaints and requests in a timely and professional manner.
- Comply with company procedures and safety policies.
- Be knowledgeable about Walnut Beach Resort amenities and policies to advise guests accurately.
- Be an ambassador for the hotel and local area. Providing guests with information to enhance their experience to the area.
- Receive and respond to guest concerns and address them promptly with the appropriate department or manager as needed.



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- Other duties as assigned.

### Skills and Qualifications:

- Have previous service excellence in a guest service and/or reservations-related capacity within a hotel environment.
- Demonstrate proficient understanding of the hotel software systems (RoomKeyPMS and Visionline)
- Strong interpersonal and problem-solving skills
- Excellent communication and organizational skills
- Ability to work cohesively as part of a team as well as independently
- Ability to focus on guest needs, remain calm and professional at all times
- Demonstrate understanding of Microsoft Word and Excel
- Understand how travel planning websites operate, like Booking.com and Expedia
- Able to work flexible hours including days, evenings, weekends and holidays
- Must have a valid work permit

### Physical Requirements

- Must be able to stand for extended periods of time
- Ability to maintain regular, punctual attendance
- Must be able to lift and carry up to 50 lbs
- Strong communication skills

Job Types: Full-time, Permanent

Please apply with cover letter.

***Walnut Beach Resort will only consider candidates who currently possess the legal right to work in Canada. Applicants must be Canadian Citizens, Permanent Residents, or be in active possession of an Open Work Permit and valid Social Insurance Number. Walnut Beach Resort is unable to sponsor international applicants.***

Job Types: Permanent, Part-time, Full-time

Salary: From TBD

Benefits:



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- Discounted or free food
- Extended health care
- On-site parking
- Paid time off

### Schedule:

- 8 hour shift
- Day shift
- Holidays
- Monday to Friday
- Night shift
- Weekend availability

### Supplemental pay types:

- Overtime pay

### Ability to commute/relocate:

- Osoyoos, BC V0H1V6: reliably commute or plan to relocate before starting work (preferred)

### Experience:

- customer service: 1 year (preferred)