

Job Title: Front Desk Agent

Reports to: Rooms Division Manager

JOB SUMMARY

Our Front Desk Agents are integral to the entire guest experience at the Fort Garry Hotel, Ascend Collection®. Your role is a vital one as you will be the primary point of contact for all of our guests. We are looking for individuals who will be able to use their skills and professionalism to anticipate guest's needs and provide them with an exceptional experience from check – in through to check – out.

RESPONSABILITIES

Check guests in and out of guestrooms.
Answer any questions guests may have.
Make recommendations for activities and restaurants.
Answer phones and direct the caller.
Monitor incoming emails to Fort Garry Hotel account and respond accordingly/professionally.
Take and make reservations for guest rooms; verify existing bookings, process cancellations.
Arrange transportation for guests if required.
Work with all other departments throughout the hotel to ensure the guest experience is an exceptional one.
Offer exceptional customer service to maintain the highest GSS scores possible via Medallia®

QUALIFICATIONS

Minimum of 2 years in front line customer service role
Excellent customer service skills
Exceptional interpersonal abilities
Ability to multi – task and stay organized
Knowledge of hotel PMS systems
Previous cash handling/credit card/debit card processing
Can work under pressure
Able to resolve guest complaints in a timely and efficient manner