

Front Desk Agent (Full Time, Hourly)

The Front Desk Agents primary function is to ensure the courteous check in and check out of Resort guests in an energetic, outgoing, and welcoming manner. As the first point of contact you will provide knowledge and insight about the various activities and programs at The Briars and in local area. The Front Desk Agent is a very important part of our team goal to ensure guests are given an exceptional experience, they are a key contact that guests rely on during their stay.

Duties & Responsibilities:

1. Assists and acts as host to guests, potential guests, staff and community members (60 %) *For Example:*

- * checks guests in and out of rooms, providing information for their stay.
- * screens/answers/forwards telephone and in-person inquiries
- * assist guests with recreation equipment, towels and program sign up.
- * gives directions to The Briars
- * gives information and directions about local businesses, attractions, and services
- * gives information on The Briars' facilities and services including historical information
- * makes dining room reservations
- * handles guest complaints forwards major complaints to Duty Manager and/or Department

2. Administrative Duties (10 %) *For Example:*

- * opens and closes the Front Desk area, preparing reports as required on shift notes
- * processes lost and found inquiries
- * monitors sign out of departmental keys
- * requisitions change order from bank
- * reconciles end of day business
- * reports damaged or malfunctioning equipment
- * takes information for and distributes (special request forms) to appropriate departments
- * makes weekly inventory of guest room keys
- * prepare welcome documents for Leisure and Group Guest arrivals.

3. Makes Room Reservations and prepares related reports (25 %) *For Example:*

- * assists guests in making leisure reservations – following approved procedures and standards
- * assists Group Sales, inputting group reservations and sending confirmations
- * makes changes or cancellations of reservations

4. Maintains Safety and Security (5 %) *For Example:*

- * maintains casual surveillance of lobby and Front Desk areas
- * follows procedures set for minor accidents, medical emergencies and fire alarms
- * knows/ reviews and updates safety guidelines for the Briars property
- * maintains discretion and confidentiality when issuing or discussing guest room numbers

JOB REQUIREMENTS:

EDUCATION/CERTIFICATION/LICENCING:

Post-Secondary diploma or degree required – asset if from Hospitality Program
Must possess a valid G Driver's Licence

EXPERIENCE:

- Experience in Hospitality related job an asset
- Previous experience in a job with shift work, weekends and holidays

SKILLS:

- Computer knowledge in word processing, spreadsheets a must.
- Must be responsible, reliable and honest
- Good Typing skills.
- Must be able to work independently with little supervision, as well as part of a team.
- Excellent oral and written communication skills – able to give and receive instructions and directions in a clear manner.
- Mature, warm, friendly, congenial personality with excellent people skills to deal with the everyday needs of guests.
- Ability to make decisions based on company policies and procedures

WORKING CONDITIONS:

- Hours of work will include flexible shifts (day and evening), weekend and holidays.
- Able to work long hours with prolonged standing.
- Working at computer for long periods of time
- Expected to wear uniform as outlined and adhere to Briars dress and conduct code.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. You may be required to follow any other instructions, and perform any other related duties, that may be required by your supervisor. At The Briars, all employees and especially managers are encouraged to help out other departments when the need arises.