

Your company, your values, your career!

**FRONT DESK AGENT
TEKARRA LODGE, JASPER, ALBERTA**

Our culture is rooted in our values and leadership accountability; and as part of that culture we believe in the growth and development of our Ambassadors. Join us and be a part of an exciting place to work. As a Front Desk Agent you will provide superior customer service and administrative support to the Front Office at Tekarra Lodge.

The Front Desk Ambassador is required to maintain a flexible schedule that includes evenings, holidays, and split shifts.

Duties and Responsibilities:

- Greets arriving guests and follows established check-ins procedures
- Reviews daily arrivals list and checks VIP notes and other special guest requests
- Daily reviews and processes room and rate changes
- Assigns and pre-blocks rooms for pre-registered guests and special requests
- Confirms out-of-order rooms with Housekeeping and updates status of rooms on a regular basis
- Provides check-out services to departing guests, ensures that all accounts and payments are correct and posts all late charges
- Ensures public and working areas are maintained, clean and tidy at all times
- Assists guest in foreign currency exchange transactions
- Accurately follows Coast Hotels cash handling policies and procedures
- Accurately completes shift updates and cash-out procedures
- Informs and updates the Front Office Manager on all guest related issues
- Other duties as assigned by the Front Office Manager

Qualifications & Skill Requirements:

- Minimum 1 years experience in similar position preferred
- Successful completion of high school education required
- Degree/Diploma in Hospitality, or Hospitality industry courses in Hotel Management a definite asset
- Self motivated team player with demonstrated interpersonal skills required
- Demonstrated, problem solving and decision making skills
- Demonstrated ability to work in a fast paced, multi-tasking, multi-functional team environment required
- Demonstrated superior customer service philosophy required
- Working knowledge of computer programs: Microsoft Office, Email, Property Management System an asset
- Personal alignment with Coast's 5 core values and corporate culture required
- Superior communication skills in English, both verbal and written required, with working knowledge of a second language a definite asset

Additional information:

- Position begins early May 2018 and run until early October 2018
- Staff Accommodations available
- All positions will receive required training to fulfill duties & responsibilities

Coast Hotels offers a variety of benefits, including competitive wages & benefits, employee discounts, training & development, career advancement opportunities and more!

Please submit your resume with cover letter to:
People & Culture Department
Tekarra Lodge
Email: hr.tekarralodge@coasthotels.com

***Coast Hotels is an Equal Opportunity Employer
Coast Hotels would like to thank all interested applicants.
Only those selected for an interview will be contacted.
Join us and be part of an exciting place to work!***