



OAK BAY
BEACH HOTEL

Guest Services Agent

Responsibilities

- Greet guests in a friendly and courteous manner during all interactions.
- Handle all guest interactions with the highest level of hospitality and professionalism.
- Processes check-ins and check-outs.
- Maximize revenue by offering guests alternatives and upselling.
- Use professional phone manner when speaking with guests and outside callers.
- Ensures that all vital information is passed on to the next shift to guarantee smooth transition from one shift to the next.
- Answer and respond to reservation calls in the absence of the reservations office.
- Provide accurate information about the city and surrounding attractions when asked by guests.
- Demonstrate sincere guest focus and true appreciation for the guest experience.
- Other duties as assigned

Qualifications

- Experience in luxury resort front office required.
- Experience in sales an asset.
- Demonstrated strong leadership, team, and communication skills are essential.
- Highly detail oriented, exceptional organizational skills and able to handle competing priorities.
- Strong knowledge of MS Office.
- Effective communication capabilities demonstrating sound judgment.
- Ability to respond to questions from guests offering appropriate options or resolutions.
- Strong personal integrity with an innate desire to work in an ethical manner.
- Shift work is expected including evenings and weekends.

Physical Aspects of Position:

- Continuous standing throughout shift, occasional lifting up to 40lbs

The Oak Bay Beach Hotel is a luxury, boutique resort in the heart of historic Oak Bay, Victoria. Our vision is to provide service that is second to none while still maintaining a workplace that is relaxed, approachable, and inclusive. Along with competitive compensation, our team members receive perks such as complimentary parking, health benefits, and a daily staff meal plan. If you are interested in joining our amazing team then we have a fantastic opportunity for you.