



POSITION DESCRIPTION

Our Mission

Exceptional individuals delivering exceptional experiences

Our Vision

We will be the pre-eminent standard of modern luxury and hospitality.
We will be a destination that every discerning traveler aspires to stay at and that every hospitality professional aspires to work for.

Service First Commitment

I commit to consistently making each Guest's experience exceptional and memorable.

Core Values

Social Responsibility to the Community
A Passion to Deliver Exceptional Guest Service
Commitment of Flawless Attention to Detail
Nurturing Continuous Self-improvement

Front Office Focus

I will anticipate and exceed all Guest expectations from their arrival to departure.

Department: Front Office

Date Revised: January 2010

Position Title: Guest Service Agent

Property: Vintage Hotels

Reports To: Front Office Manager

Position Summary: To assist guests with room check-in/out, information and other related duties in a prompt, courteous and professional manner consistent with a superior quality hotel operation.

Duties and Responsibilities:

Primary Responsibilities:

- **Providing personalized and exceptional guest service at every given opportunity.**
- **Meeting established up-selling and sales goals.**
- Register guests and assign rooms.
- Accommodate special request whenever possible.
- Assist in pre-registration and blocking of reservations when necessary.
- Check out guests on a regular ongoing basis.

- Develop a thorough knowledge of room rack and packages, room locations, types of room and costs of various rooms.
- Liaison with housekeeping and other departments to ensure up-to-date guest room availability is monitored frequently.
- Perform office duties such as preparing mail for postage, performing routine cash handling procedures, posting accounts; maintain keys for rooms and issuance of safety deposit box keys.
- Having a thorough knowledge of Vintage Hotels' products and services.
- Suggesting additional products and services meeting our guests' specific preferences.
- Assessing guests' individual needs to meet standards for additional products and services.
- Actively seeking ways to meet guests' product or service needs.
- Assist bell staff with luggage when required.
- Coordinate departmental request as required.
- All other duties as assigned.

Health and Safety Responsibilities

- A worker shall,
 - (a) work in compliance with the provisions of the Occupational Health & Safety Act and the regulations.
 - (b) Use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
 - (c) Report to his/her employer or supervisor the absences of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
 - (d) Report to his/her employer or supervisor any contravention of the Occupational Health & Safety Act or the regulations or the existence of any hazard of which he/she knows.
- No worker shall,
 - (a) remove or make ineffective any protective device required by the regulations or by his/her employer without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately;
 - (b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself/herself or any other worker; or
 - (c) engage in any prank, contest, feat or strength, unnecessary running or rough and boisterous conduct.
- Comply with all Vintage Hotels health & safety policies.
- Do not operate any equipment/machinery without given proper instruction and authority to do so.
- Horseplay and running will not be tolerated at any time.
- All personal protective equipment will be properly worn.
- All personal protective equipment will be worn in the appropriate departments.
- Do not climb any of the racking systems.
- Do not ride on the automatic or manual conveyor systems.
- All long hair must be tied up in order to prevent entanglement in machinery.
- Do not put any foreign objects (body or innate) into the machines.
- Do not remove any machine guards.
- All safety signs must be adhered to.
- Smoking is not permitted on Company property.
- Always ensure that workplace accident/injuries are reported immediately to a Manager/Supervisor.
- Failure to comply will result in the application of the Human Resources Standard & Procedure "#C.15 Progressive Corrective Action".

Professional Requirements:

- Grade 12 Education as well as tourism/hospitality courses at college/university beneficial.
- Minimum of 2 years front desk experience or related college course.
- Switchboard knowledge and/or training required.
- Previous up-selling and/or sales experience is considered an asset.

Personal Attributes:

- Good problem-solving skills required.
- Must be well organized.
- Excellent communication and interpersonal skills.
- Flexible, adaptable individual who presents a clean, professional appearance at all times.
- Confidence in selling and up-selling products and services.
- Positive sales oriented personality.
- Desire to meet goals.
- Ethical and honest.

Physical Requirements:

- Ability to tolerate standing for long periods of time.
- Dealing with seasonal temperature demands.
- Lifting to assist with luggage on an occasional basis.