



WALNUT BEACH RESORT
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JOB POSTING

Position:	Guest Services Agent	Property/Location:	Walnut Beach Resort
Department:	Resort Reception	Address:	Osoyoos, BC
Reports to:	Guest Services Manager	Employment:	Regular, Full Time / Part Time

THE PROPERTY

Walnut Beach Resort is a full-service strata resort with 112 guest rooms and suites located on Osoyoos Lake in the South Okanagan wine region.

Walnut Beach resort is committed to ensure each position in our company is treated equally and with the utmost importance. We value the inclusion & diversity of our employees and want each of them to experience a welcoming atmosphere that delivers respect, compassion and professionalism. We believe that inclusion & diversity **creates memorable experiences** for both our associates and guests during their time at The Walnut Beach Resort.

JOB SUMMARY

Job Description of Guest Services Agent

The key goal of a Guest Services Agent is to achieve customer satisfaction and perform administrative roles in the hotel. As a Guest Services Agent, you're the guests' first point of contact and manage all aspects of their accommodation. A Guest Services Agent works to ensure an organized and friendly interaction between the hotel and its guests. A GSA will help create a pleasant and memorable stay for our guests. Guest Service Agents will report directly to the Guest Services Manager.

JOB RESPONSIBILITIES

- Perform all check-in and check-out tasks according to Walnut Beach standard operating procedures
- Complete daily checklists and tasks to maintain organization at the Front Desk in an efficient and timely manner.
- Make and manage online, phone and email reservations and advise callers regarding rates and packages
- Verify and register guests by collecting necessary information (like contact details and exact dates of their stay)
- Provide information about the hotel, available rooms, rates and amenities
- Respond to guest complaints and requests in a timely and professional manner
- Demonstrate proficient understanding of the hotel software systems (RoomKeyPMS and Visionline)
- Demonstrate understanding of Microsoft Word and Excel
- Understand how travel planning websites operate, like Booking.com and Expedia
- Communicate with housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs



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- Communicate with housekeeping and maintenance departments to ensure prompt responses to guest needs and of any changes throughout the day
- Up-sell additional packages and services, when appropriate
- Report any accidents or injuries to senior management staff immediately
- Comply with company procedures and safety policies
- Answer internal and external phone calls and emails and direct guests to the appropriate department
- Greet guests and visitors as they enter the resort
- Complete check outs and check ins and receive payment
- Be knowledgeable about Walnut Beach Resort amenities and policies in order to advise guests accurately
- Post and balance payments and charges on guest folios
- Anticipate guest needs in order to provide seamless and exceptional service
- Receive and respond to guest concerns and address them promptly with the appropriate manager as needed
- Prepare reports as required
- Arrange transportation or other services for guests
- Other duties as assigned.

Qualifications and Education Requirements:

- Previous Front Desk or other hospitality experience preferred
- Strong interpersonal and problem-solving skills
- Excellent communication and organizational skills
- Ability to work cohesively as part of a team as well as independently
- Ability to focus on guest needs, remain calm and professional at all times
- Able to work flexible hours including days, evenings, weekends and holidays
- Must have a valid work permit

Physical Requirements

- Must be able to stand for extended periods of time
- Ability to maintain regular, punctual attendance
- Must be able to lift and carry up to 50 lbs
- Strong communication skills
- Job Types: Full-time, Permanent

Walnut Beach Resort will only consider candidates who currently possess the legal right to work in Canada. Applicants must be Canadian Citizens, Permanent Residents, or be in active possession of an Open Work Permit and valid Social Insurance Number. Walnut Beach Resort is unable to sponsor international applicants.

Job Types: Full-time, Part-time, Permanent Salary: From \$17.00 per hour