



Job Description: Hotel Front Desk/Customer Service Agent

Welcome to Sir Sam's Inn and WaterSpa, in the beautiful Haliburton Highlands!

We are looking to grow our team and are in search of a friendly and experienced Guest Service Agents with strong administrative experience.

We have been welcoming guests year-round to our high-end resort since 1919 and we pride ourselves on our friendly staff, who cater to our guests' desires and anticipate their needs at every stage of their stay.

The successful person must have a genuine passion for hospitality and enjoy making a positive difference in every guest's experience. As we are a small resort, you will be exposed to a multitude of tasks and have a variety of responsibilities. You will be trained and developed on various software and procedures. This is a fantastic opportunity for a motivated individual to challenge themselves and take on new responsibilities in a blossoming career.

Responsibilities include but are not limited to checking guests in/out, answering phones, making reservations, problem solving and all round great customer service.

Candidate must be reliable and punctual, and must be available for all shifts including weekends and evenings. Preference will be given to candidates with hotel front desk experience.

Some of the key qualities we look for in our Guest Service staff are as follows:

- Charismatic, personable and genuine persona
- Guest Service experience in the hospitality industry (hotel or restaurant environment preferred)
- Previous experience with POS or PMS software
- Strong Microsoft Office Skills, especially with Word and Excel
- Enjoys interacting with guests and is able to retain information to improve their stay
- Flexible to work shifts as required and able to work evenings and weekends
- Comfortable in up-selling amenities and services to guests
- Understands basic accounting and is comfortable handling cash and making quick calculations
- Smart Serve Certification is an advantage

As part of our team we offer you:

- accommodations, options for private room

* Note: We are hiring full-time and part-time positions for this role. We thank all candidates for applying, however only candidates that meet the required experience for this position will be contacted.

Job Types: Full-time, Part-time

Job Type: Full-time

Email resume to steven.rowell@sirsamsinn.com