



Chateau Victoria

HOTEL & SUITES

POSITION: Front Desk – Desk Agent

We are looking for a dynamic individual who is passionate about guest service to join the Chateau Victoria team. This position will be required to work variety of shifts including days, afternoons, evenings, weekends and holidays.

Duties & Responsibilities (but not limited to)

- Providing customer service and handling administrative duties such as check-in and check-out of guests, addressing guest concerns, assisting with arrivals and departures of groups and tours, and luggage storage.
- Be aware of room locations, types of rooms, availability and room rates.
- Be aware of local attractions and restaurants and make recommendations to guests.
- Follow established procedures and policies when completing tasks.
- Be an Ambassador for the Chateau Victoria Hotel and Suites.
- Handles cash, cheques, credit and debit card transactions.
- Other duties as required.

Qualifications

- Minimum of 2 years' experience in similar position required.
- Must possess strong organization skills and attention to detail.
- Must possess exceptional customer service skills
- Require good communication skills, both verbal and written.
- Knowledge of reservation operating systems is an asset.
- Experience with conflict resolution an asset.

We Offer:

- Comprehensive benefits package including union pension program
- Employee Recognition programs and events ~ birthday, holiday and employee appreciation celebrations
- Friends & Family hotel discount
- Vista 18, and Clive's Classic Lounge employee discount ~ 50%
- Other industry discounts
- Learning and development opportunities
- Bike storage, parking facilities and an option to have a discounted bus pass through BC Transit

Our Core Values, do they meet yours?

Heart ~ Integrity ~ Respect ~ Environment ~ Dedication

Thank you for considering your employment with the Chateau Victoria Hotel and Suites!

Cover letter and resume's to be sent to Kim Starling, HR Manager: kstarling@chateauvictoria.com

Authentically Local