

POSITION: Guest Service Agent/Night Audit

LOCATION: Cambridge Hotel and Conference Centre

REPORTS TO: Rooms Division Manager, Evelyne Bell

SCHEDULE: Full time position with 2 shifts Night Audit Friday and Saturday and remaining shifts as a Guest Service Agent will include Weekends and Statutory Holidays

We are looking for someone who wants to be at the center of everything. Literally, this position will be involved in every aspect of our Guest's experience at the Cambridge Hotel & Conference Centre.

Are you that person who enjoys multi-tasking and is interested in taking on a unique dual role of working at the Front Desk 3 shifts and Night Audit 2 shifts(Friday/Saturday).

This role will provide an unparalleled level of Guest Excellence to each Guest and be involved in Front Office Duties- check in/out, reservations etc. and then have switch on your finance hat to balance the daily revenues... ever wondered how the financial side of the Hotel works?

POSITION: Full Time Guest Service Agent/Night Auditor(Friday/Saturday)

JOB OVERVIEW: The Guest Service Agent responds to a wide variety of guest requests by accurately assessing the guest needs and requests and delivers excellent Guest Service. The Night Auditor works Friday and Saturday night from 11:00pm-7:00am and is responsible for processes all the finances for the day along with balances out the revenues and servicing any of our overnight Guest requests.

REPORTS TO: Rooms Division Manager

ESSENTIAL JOB FUNCTIONS:

- Create a memorable arrival and departure experience by providing a personalized check in and check out experience
- Handle all guest interactions with the highest level of hospitality and professionalism
- Answer internal and external telephone inquiries in an efficient and friendly manner
- Complete reservations, changes and cancellations
- Prepare revenue reports and run audit reports/journals
- Troubleshoot and resolve errors that may occur
- Input into the front office system revenue/expenses/allowances to generate the daily reports such as the Guest Ledger Summary and the Daily Restaurant Summary
- Balance all revenue and settlement accounts nightly, maintain files and reset the system for next day operations
- Must have the ability to perform other tasks or projects as assigned by hotel management and staff

REQUIRED SKILLS AND ABILITIES:

- Must have a passion for delivering outstanding service
- Experience with accounting would be an asset
- Strong interpersonal skills, exceptional oral and written communication skills
- Ability to think independently, possess good judgment, proven problem-solving skills and effective decision-making skills
- Must be organized and detail oriented
- Strong multi-tasking skills
- Ability to work flexible hours, including days, evenings, nights, weekends and holidays.

TO APPLY:

Please provide a copy of your resume and Cover Letter explaining why you are the ideal candidate for this position to Carol Partridge, HR Manager or email to hr@cambridgehotel.ca.
Closing Date for the position: **Wednesday, April 12, 2017- 8:00am**

Please note: All positions may be posted both internally and externally.

