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We are looking for someone to join our front desk team of superstars.!

Are you that person who enjoys multi-tasking and is interested in taking on a role that provides unparalleled levels of Guest Excellence to each Guest and is involved in Front Office Duties- check in/out, reservations etc. and be at the center of it all?

**POSITION: Full Time Guest Service Agent**

**JOB OVERVIEW:** Greet and register guests, provide prompt and courteous service, and close out guest accounts upon completion of stay to meet Cambridge Hotel & Conference Centre high standards of quality.

**REPORTS TO:** Rooms Division Manager

**ESSENTIAL JOB FUNCTIONS:**

- Greet customers immediately with a friendly and sincere welcome. Use a positive and clear speaking voice, listen to and understand requests, respond with appropriate action and provide accurate information such as amenity hours and local shopping or attraction information.
- Promptly complete the registration process by inputting and retrieving information from a computer system, confirming pertinent information including number of guests and room rate. Provide information regarding in house amenities ie. Restaurant & Virtual Sports Simulator. Promote any in house specials or marketing programs. Make appropriate selection of rooms based on guest needs. Code electronic keys. Non-verbally confirm the room number and rate. Provide room keys & coupons or tickets when applicable.
- Verify and swipe credit cards for authorization using electronic acceptance methods. Handle cash, make change and balance an assigned house bank. Accept and record vouchers, travelers checks, and other forms of payment. Convert foreign currency at current posted rates. Post charges to guest rooms if applicable ie. cot fee.
- Promptly answer the telephone using positive and clear communication. Retrieve and respond to email messages in a timely manner. Retrieve mail, small packages and facsimiles for customers as requested.
- Close guest accounts at time of check out and ascertain satisfaction. In the event of dissatisfaction, negotiate compromise, which may include authorizing revenue allowances.
- Field guest complaints, conducting thorough research to develop the most effective solutions and negotiate results. Listen and extend assistance in order to resolve problems such as price conflicts, insufficient heating or air conditioning, etc. Remain calm and alert especially during emergency situations and heavy hotel activity. Plan and implement detailed steps by using experienced judgment and discretion. Ask for assistance when necessary.
- Comply with attendance rules and be available to work on a regular basis.
- Perform any other job related duties as assigned.

**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 Evelyne Bell or email [to reservations@cambridgehotel.ca](mailto:to_reservations@cambridgehotel.ca).  
Closing Date for the position: **Monday, June 12, 2017**

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

