

## **Full Time Front Desk Agent**

### **Job Description**

The Front Desk position is a key part of the overall success of the Royal Scot Hotel and Suites. Often, this is the first and last person a guest comes in contact with. It is very important that the individual possesses a strong outgoing personality, with an ability to pay close attention to details. The successful candidate should be able to work well with others, while demonstrating an ability to work unsupervised. We are proud of our strong reputation of great customer service, and this guides us with everything we do.

### **Duties & Responsibilities:**

- Greet guests in a friendly manner and follow check in procedures
- Take payments and post accurately to guest accounts
- Follow set policies regarding cash handling
- Communicate with other departments in a friendly and professional manner
- Be aware of local attractions and restaurants and make recommendations to guests
- Handle incoming telephone calls and other guest communication in a discreet fashion
- Accurately communicate with other shifts regarding issues arising from day to day operations
- Other duties as required

### **Qualifications:**

- Previous hospitality experience preferred
- Experience with ICS 2000 PMS an asset
- Diploma in Hospitality or related courses an asset
- Strong communication skills in English, both written and verbal essential
- Ability to work in a multi-tasking, fast paced environment
- Demonstrated strong customer service skills
- Ability to work all shifts, including weekends, evenings and holidays

The Royal Scot offers competitive wages, full benefits, and onsite parking