



COMPANY: Kwa'lilas Hotel and Pier Side Landing Hotel

We are seeking enthusiastic people to join our hospitality team for the soon to open Kwa'lilas Hotel and the Pier Side Landing Hotel located on northern Vancouver Island in scenic Port Hardy, BC. This destination is known for its wildlife, aboriginal cultural experience and outdoor adventure including hiking, fishing, diving and surfing.

As a Guest Services Team member, you will gain valuable experience in a variety of guest service roles serving guests from western Canada, the US and from around the world.

We have full-time, part-time and seasonal roles available. Staff housing may be available for qualified applicants

Position Summary:

Work as part of a Guest Services Team to ensure all of our guests have a positive experience. Your friendly and welcoming attitude and professional service results in our guests recommending the hotels to other visitors. Responsibilities include registering guests, assigning rooms, accommodating special requests, and ensuring the guests have a pleasant stay and smooth checkout.

Duties & Responsibilities:

- * Possesses a working knowledge of the reservations department. Able to take reservations and when necessary and follow cancellation procedures.
- * Knows room locations, types of rooms available, and room rates.
- * Registers arriving guests and assigns rooms.
- * Coordinates room status updates with the housekeeping department by notifying housekeeping of all check-outs, late check-outs, early check-ins, special requests, and part-day rooms.
- * Coordinates guest room maintenance work with the engineering and maintenance division.
- * Uses persuasive selling techniques to sell rooms and to promote other services of the hotel.
- * Knows daily activities and meetings taking place in the hotel.
- * Reports any unusual occurrences or requests to the manager or assistant manager.
- * Manages and resolves all guest complaints in a professional and courteous manner.
- * Processes guest check-outs and handles monetary transactions.
- * Maintains and respects customers' privacy.
- * Maintains a high level of professional appearance and demeanor.
- * Performs other duties as assigned.

Position Requirements:

- * Minimum high school diploma or equivalent. Post secondary education is preferred.
- * Previous hotel-related experience preferred.
- * Ability to communicate with public, hotel staff, and management in a professional manner.
- * Knowledge of surrounding areas and local events is preferred.
- * Ability to understand and adhere to proper credit, check cashing, and cash handling policies and procedures. Able to properly secure guest information.
- * Ability to learn safety, emergency, and accident prevention policies and procedures.
- * Skilled in the use of front office equipment.
- * Knowledge of proper telephone etiquette.
- * Ability to work a flexible schedule, including evenings, weekends and holidays.

Please submit your resume with cover letter, in confidence, to: careers@kwalilas.com