



FRONT DESK AGENT

The Mount Robson Inn and Mountaineer Lodge offer a friendly professional workplace. These family-owned properties of 81 and 80 rooms offer warm hospitality, standard rooms and suites, complimentary breakfast and laundry facilities for guests.

As a Front Desk Agent, you will be responsible for providing a welcoming and friendly guest experience to everyone staying with us.

For more information about our property, location and staff accommodation, please visit us at www.mountribsoninn.jobs or www.mountaineerlodge.jobs

If you want to experience life in the Canadian Rockies, learn about the hospitality industry and provide great service to guests, you may be just the right person to join our team.

What will I be doing?

Reporting to the Front Desk Manager, you are responsible for performing the following tasks to the highest standards:

Responsibilities are as follows, but not limited to:

- Provide friendly, customer-oriented service.
- Register arriving guests
- Provide information on hotel facilities and local points of interest
- Provide guest services (concierge), baggage handling as required.
- Process check-outs.
- Process telephone calls and reservations from all sources.
- Resolve minor guest complaints and/or refer to Hotel Manager or Front Desk Supervisor as required
- Balance cash and complete financial summary and submission each shift.
- May be required to cover night shifts and assist in other departments when it is quiet
- Ensure that all Occupational Health & Safety policies and training are followed.

What attitudes, behaviours and skills are we looking for?

- Experience serving guests in the hospitality industry is an asset
- Strong verbal English communication skills (written and verbal) with emphasis on problem-solving.

- Must be a team player.
- Prior cash and credit card transactions and clerical experience is an asset.
- Basic computer skills are necessary, as the Front Desk operates on WebRezPro Reservation System.
- Must be self-motivated within the office environment and able to work with minimal supervision.
- Open to new ideas and to learning new tasks and procedures
- Committed to delivering high quality and friendly guest service
- Professional personal grooming
- Knowledge of a second language is an asset (German, Dutch, French, Korean, Chinese, Taiwanese and Japanese).
- Must have a valid work permit for Canada to be considered.
- A Criminal Record Check is required

Perks and Benefits

- Subsidized shared staff accommodation with free wifi
- Performance bonus in summer months
- Laundry facilities in all housing units
- Team lunches and activities
- Opportunities to meet new people while exploring and enjoying some of Canada's spectacular mountain national parks
- Friends and family discount at Mount Robson Inn (Jasper) and Mountaineer Lodge (Lake Louise) based on availability
- Benefits after six months