



309 Belleville Street
Victoria, B.C., V8V 1X2

Concierge – Pendray Inn and Tea House

The Pendray Inn and Tea House is a little 19th century gem, located in Victoria's beautiful Inner Harbour. Its Queen Ann Victorian architecture and its lovely gardens present a welcoming setting of elegance and splendour. Providing a boutique bed & breakfast experience with nine beautifully refurbished rooms, the Pendray Inn will have you travel back to a time of authentic Victorian charm and impeccable service. Our lovely gardens with sculpted topiary bushes, century-old roses, and outdoor amphitheatre, offer a haven of peace and tranquility to our guests and a popular site for weddings. The Pendray Inn is located adjacent to its sister property, the Huntingdon Manor Hotel, a charming 3-star independent hotel.

As a company, we value the essence of team synergy, as well as individual contributions which serve our customers. We believe that each employee contributes directly to the Company's growth and success. Our promise is to provide comfortable accommodations in a relaxed and inviting setting. We recognize the importance of our employees in achieving this and we will provide a positive working environment which encourages their loyalty, commitment, and hard work. We will strive to operate a hotel that is socially and environmentally responsible to our community, and our planet.

The Pendray Inn and Tea House is currently seeking a Full Time Concierge to join its team.

Please email resumes to: Rebecca Sabourin, Front Desk Manager at rebecca@huntingdonmanor.com, or, apply in person at 330 Quebec Street, Victoria.

Job Description:

Reporting to the Front Desk Manager; the Concierge is required to provide outstanding customer service in a positive and professional approach at the Pendray Inn and Tea House. The Concierge is responsible for fulfilling guest requests including special arrangements, services or transportation and follow up to ensure satisfaction is met.

Key Responsibilities:

- Greeting and performing accurate daily check-ins and check-outs of Pendray Inn guests
- Assist Pendray Tea House serving staff in greeting and seating restaurant customers
- Assist guests with requests and special arrangements
- Assist guests with portage service
- Excellent knowledge of the property, its history, and services
- Anticipate guests needs and consistently provide a warm, professional, and engaging service to guests
- Liaise and communicate effectively with all operational department
- Answer the telephone in a timely and professional manner
- Complete accommodation and tea reservations over the phone, through emails and in person

- Identify Loyalty Guests and personalize stays to guests' preferences
- Prepare welcome gifts & cards and deliver welcome drinks to guests
- Responsible for cash float and ensure it balances correctly at the end of shift
- Listen to guest's complaints or concerns and resolve their issue in a positive and timely manner
- Learn and adhere to all fire and emergency procedures, including procedures for handling of the fire panel, ensuring guest safety and participate in an evacuation if necessary
- Practice safe working habits, including bending and lifting appropriately to avoid injury, reporting hazards, appropriate use of cleaning chemicals and working to minimize tripping hazards
- Performs any additional tasks which are assigned by management
- Keep work area neat and tidy
- Always wear your uniform with pride and have a polished professional appearance

Job Type: Full Time – Permanent **Wage:** \$18.50 - \$20.50 per hour

We offer a “Stay and Work” accommodation program, sign-in bonus, comprehensive benefits package, complimentary lunch plan, family & friends discounts, and a fun and supportive environment to work in. Only applicants who are legally entitled to work in Canada will be considered.

Required Skills & Qualifications:

- Knowledge of the hotel industry and the hotel boutique concept and culture
- Excellent computer skills, specifically Microsoft Office and use of the internet
- Exceptional interpersonal skills to enhance the service standards throughout the operation
- Excellent communication and time management skills
- A strong team player and a self-starter, yet able to work independently within the Huntingdon Manor & Pendray Inn's standards
- Ability to work effectively in an innovative, fast-paced and multi-tasked environment
- Sales ability
- Ability to handle complaints using Huntingdon Manor Policies and Procedures
- Adaptable, coping with the diversity of customers and their needs
- Available to work evenings, weekends, and public holidays
- Ability to lift up to 40 lbs
- Minimum 1 year of previous experience in customer service within the hospitality industry required
- Experience in RoomKey PMS or other reservation systems an asset
- Knowledge of Victoria and surrounding areas an asset

All employees at Huntingdon Manor Hotel and Pendray Inn and Tea House are required to be fully vaccinated against COVID-19. A comprehensive COVID-19 Health and Safety plan is in place.