



330 Quebec Street
Victoria, B.C., V8V 1W3

Front Desk Agent

The Huntingdon Manor and property sits on a prominent historical city block in the heart of Victoria's Inner Harbor. The main hotel features 115 non-smoking guest rooms varying in layout and dimensions, corporate rooms, bi-level gallery suites, dorm-style bunk bed lofts, pet-friendly rooms, and a wide range of amenities and services. The Pendray Inn and Tea House is our most prominent heritage building on the property.

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 Huntingdon Manor is currently seeking a part time Front Desk Agent to join our team, with option to increase to full time in June, 2021.

The Huntingdon Manor is pleased to offer its eligible staff: medical and dental benefits, parking upon availability, and complimentary daily lunch.

Please email resumes to: Nelly Ele, Front Office Manager, or, apply in person at 330 Quebec Street, Victoria.

Job Description:

Reporting to the Front Office Manager; you will be required to provide a positive and upbeat personality with a desire to deliver outstanding customer service while consistently ensuring the highest level of quality care.

Key Requirements and Responsibilities:

- Experience in Guest Services, with a strong knowledge of Victoria and surrounding areas.
- Exceptional interpersonal skills to enhance the service standards throughout the operation.
- Excellent communication, guest service and time management skills.
- Able to organize, plan ahead and manage workload.
- A 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.
- Knowledge of the hotel industry and the hotel boutique concept and culture.
- Excellent computer skills, specifically Microsoft Office and use of the internet.
- Perform accurate check-ins and check-outs of guests daily.
- Answer the telephone in a timely and professional manner.
- Make reservations over the phone and in person.
- Run daily reports to check reservations for accuracy and identify any special requests.
- Responsible for a cash float throughout your shift and ensuring it balances correctly at the end of shift.
- Anticipate and address guest's service needs.
- Listen to guest's complaints or concerns and resolve their issue in a timely manner.
- Promote a safe working environment.
- 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: Part-time, with option to increase to full time in June

Salary: \$17.00 per hour with incremental increases based on performance

Application Questions

- How many years of Hospitality experience do you have? _____
- Are you in Victoria, BC? _____

Required Skills & Qualifications:

- Team spirit
- Use of Windows environment
- Sales ability
- Warm and friendly hospitality attributes
- Adaptable, coping with the diversity of customers and their needs
- Available to work evening, overnights, weekends and public holidays
- Professional and able to handle complaints using Huntingdon Manor Policies and Procedures
- Excellent relationship skills
- Previous experience in customer service within the hospitality industry
- Experience in Maestro or other reservation systems a plus