



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

Front Desk Agent

The Huntingdon Manor Hotel and property sits on a prominent historical city block in the heart of Victoria's Inner Harbor. The main hotel is an independent 3-star accommodation featuring 113 non-smoking guest rooms varying in layout and dimensions, bi-level gallery suites, dorm-style bunk bed lofts, pet-friendly rooms, and a wide range of amenities and services, including daily breakfast at Hunter's Restaurant. The Pendray Inn and Tea House is our most prominent heritage building on the property with 9 beautifully refurbished rooms and a Tea House serving daily Afternoon Teas.

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 Full Time Front Desk Agent 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 Front Desk Agent is required to provide a positive and upbeat attitude with a desire to deliver outstanding customer service while consistently ensuring the highest level of quality care.

Key Responsibilities:

- Provide a welcoming and friendly setting for our guests and team
- Anticipate and address guests' service needs
- Perform accurate daily check-ins and check-outs of guests
- Answer the telephone in a timely and professional manner
- Complete reservations over the phone, through emails 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
- Listen to guest's complaints or concerns and resolve their issue in a positive and 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: Full Time – Permanent **Wage:** \$17.50 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 evening, weekends, and public holidays
- Previous experience in customer service within the hospitality industry
- 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.

Huntingdon Manor Hotel | 330 Quebec Street, Victoria, B.C. | www.huntingdonmanor.com
 Pendray Inn and Tea House | 309 Belleville Street, Victoria, B.C. | www.pendrayinnandteahouse.com