



THE GABLES OF PEI RESORT AND RESIDENTIAL COMMUNITY
STANLEY BRIDGE, PE

Employment Opportunity

Job Description: **Front Desk Agent**

Job Duties & Responsibilities:

- Respond to all guest inquiries and requests as it relates to all Front Office processes by using Room Key hotel property management system, service recovery module, and be able to demonstrate problem resolution skills, follow up with all guests to ensure guest satisfaction.
 - Politely & professionally answers internal and external telephone calls;
 - Record all guest request items and deficiencies and dispatch/communicate with all appropriate departments via 2-way radio and/or telephone and record such issues in Room Key maintenance and housekeeping module.
 - Filing of Front Office paperwork on a regular basis
 - Daily audits and reconciliations
 - Maintains a favorable working relationship with all associates, and customers to foster and promote cooperative and harmonious dynamics with our partners and/or guests.
 - Promotes a safe working environment, playing an active role in reducing hazards and accidents
 - Other related duties as assigned.
 - Reports directly to Assistant General Manager
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- Must be available to work evenings & weekends

Skills & Qualifications:

- Excellent time management, organizational skills and attention to detail.
- Excellent communication (written & verbal) and interpersonal skills.
- A strong team player with a contagiously positive attitude!
- Adapts to change with ease, is able to handle many tasks simultaneously and work independently.
- A good problem solver who is confident, energetic and demonstrates leadership abilities when managing challenging situations.
- Hospitality Degree or Diploma, an asset.
- Computer literate; ability to operate Microsoft Office, and learn Online Reservations Systems and Payment Systems.
- Must have a natural inclination for guest service and a proven track record for consistently exceeding guest expectations.
- Reliability is a must; private transportation is an asset.

To apply, please submit a resume and cover letter to Jobs@thegablesofpei.com