

## **Front Desk Agents at Hastings House**

Hastings House is a lovely 22-acre Relais & Chateaux boutique hotel with ocean-front views near Ganges harbour. Front Desk Agents are at the heart of our Reception Team in a tight knit crew.

### **Responsibilities**

- Checking guests in and out of the hotel
- Taking hotel, dining and spa reservations over the phone and by email
- Accurately recording guests booking details
- Coordinating with housekeeping and bell team to prepare for guests' arrival
- Speaking to guests about what to do on the property and on Salt Spring
- Settling guests' accounts
- Working collaboratively in a team

### **Qualifications**

- Enthusiastic and detail oriented
- Significant customer-service experience
- Experience with MS Office
- Experience with Webrez, Touch Bistro or Bookedin an asset
- Available to work some evenings and/or weekends between 8am and 8pm

### **Benefits**

- Renovated subsidized staff housing available within walking distance of the hotel
- Both fulltime and parttime positions available
- Strong advancement possibilities
- Comprehensive extended, health and dental benefits after 3 months of employment