

At Your Service Agent

Role Summary

Reporting to the front office leadership team, this position is responsible for serving as the main contact point for all guest requests and needs including answering calls, dispatching requests and following up to ensure guest satisfaction.

Accountabilities

- Attend to each call in a courteous and efficient manner, using the correct telephone etiquette
- Take in room dining orders and ensuring to adhere to our allergy processes
- Supply guests with directions and information about resort and local area
- Arrange transportation for guests/visitors
- Dispatch appropriate personnel to satisfy guest requests and resolve guest issues
- Maintain a daily log of all calls
- Print and distribute reports per department requirements
- Assist in maintenance of bulletin board, or other visual representation to note any outstanding issues, supply shortages, etc.
- Follow up on previous shift requests and pending issues
- Communicate to next shift any services that are pending to ensure follow up
- Handle all emergencies according to resort procedures
- Welcome and acknowledge each and every guest with a smile, eye contact and a friendly verbal greeting using the guests' names when possible
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Requirements

- Work experience in the hospitality industry an asset
- Experience with a property management system
- Proficient with computer systems, and ability to learn new programs
- Ability to communicate effectively to guests and associates

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 10 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift



JW Marriott The Rosseau Muskoka Resort & Spa is an equal opportunity employer committed to hiring a diverse workforce. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources office.