

Guest Reception Agent

Role Summary

Reporting to the front office leadership team, this position is responsible for processing all guest requests made through the At Your Service extension as well as check-ins, check-outs, room assignments, and room change/late check-out requests.

Accountabilities

- Welcome and acknowledge each and every guest with a smile, eye contact and a friendly verbal greeting using the guests' names when possible
- Responsible for taking in room dining orders and adhering to our allergy processes
- Secure payment; activate/reissue room keys
- Ensure rates match market codes, document exceptions. Verify/adjust billing for guests
- Communicate to appropriate staff when guests are waiting for an available room
- Advise guest of messages
- Clear departures in computer system
- Coordinate with Housekeeping to track room status and guest concerns
- File guest paperwork or documentation
- Operate telephone switchboard station
- Run and check daily reports, contingency lists, and credit card authorization reports
- Supply guests with directions and information
- Answer, record, and process all guest calls, requests, questions, or concerns; follow up to ensure each has been met to guests' satisfaction
- Arrange transportation for guests/visitors
- Count and secure bank at beginning and end of shift
- Cash guests' checks, process all payment types, vouchers, paid-outs, charges, and provide change
- Notify Loss Prevention/Security of any reports of theft
- 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

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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 options will be available in the local area.