



## *Front Desk – Guest Service Agent*

### **Job Summary**

Guest Service Agents greet guests at the front desk and ensure they are efficiently checked in and or out. Agents also manage payments and interact with guests to ensure all of their needs are met while staying or visiting Annapolis Basin Conference Centre.

### **Duties and Responsibilities**

- Professionalism and personal presentation (uniform complete, clean and pressed)
- Greet guests with a smile and answer their questions or help them as needed
- Answer phones with a positive and welcoming voice and transfer calls or take messages as needed
- Set up and cancel telephone interface for incoming and outgoing guests/groups
- Complete arrival key packs for guests (may include meal tickets)
- Prepare registration cards for arrival of groups
- Complete daily night audit and prepare for Financial Dept.
- Complete transactions for arriving groups. Take monies, disperse key packs and give directions to room
- General office duties as required
- Dust and keep front desk area clean and free of clutter
- Participation in Five Star Hotel System training



# Annapolis Basin

CONFERENCE CENTRE

## **Front Desk – Guest Service Agent**

Duration: Casual/Part-time/Seasonal  
Salary: \$9.30/hr  
Expected Start Date: March 22, 2010 (training)

## **Required Skills**

- Proficient communication (written and oral)
- Strong time management skills and attention to detail
- Knowledge of Five Star reservation system an asset
- Knowledge of local area (promote activities to clients/guests)
- Handle customer concerns/issues and problem solve independently

## **Limitations and Disclaimer**

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

## **Send resume with cover letter to:**

Monica Croft, Rooms Division Manager  
Ph: 902-638-8602 ext 1229  
Fax: 902-638-3101  
Email: [mcroft@abcc.ca](mailto:mcroft@abcc.ca)

**Closing Date: March 5, 2010  
4:00PM**

**(Only applicants considered for interviews will be contacted)**