

## join our team.

Brentwood Bay Resort is Victoria's only five star oceanfront resort. Luxury boutique hotel accommodation in thirty-three perfectly appointed OceanSuites. Casual seaside dining in the Brentwood SeaGrille & Pub featuring a tasty selection of the region's freshest seafood and Vancouver Island favorites. The tranquil Spa - Essence of Life with a unique westcoast perspective. Your gateway to world-class shopping, attractions and adventure.

### mission statement.

Brentwood Bay Lodge is committed to operate an aesthetically interesting and environmentally responsible oceanfront resort with elegant and discerning service. In a supportive team approach dedicated to personal development, we will honour and respect our guests, our team and ourselves in this world-class destination.

Team members of Brentwood Bay Resort are appreciated with

- competitive wages
- career advancement
- opportunities for health plan benefits
- on-site training and continued education programs
- discounts from many services including rooms, spa, cuisine and eco-adventures
- and many other incentives

## job title: Guest Service Agent

### job summary:

The qualified individual will be responsible for ensuring a seamless guest service experience from the time the reservation is taken until the guests' departure. Guest Service Agents anticipate and exceed our guests' expectations and ensure every stay is a memorable one.

### job description:

The Guest Service Agent will be expected to complete job duties as requested in a prompt and organized fashion and in accordance with company policies and procedures. Guest Service Agents responsibilities are as follows:

- Receive and process room reservations and effectively utilize yield management techniques
- Register arriving guests and assign rooms
- Provide bell-service and room escorts to arriving guests
- Maintain guest accounts by ensuring guest information is complete and accurate and that credit limits have not been exceeded
- Provide and coordinate special services as requested by guests
- Promote hotel services and amenities
- Provide concierge services to guests through an excellent working knowledge of attractions and services available in Victoria and the Saanich Peninsula
- Effectively resolve guest complaints
- Update room status through continual communication with housekeeping
- Operate a multiline switchboard and direct guest to the appropriate department or personnel as needed
- Present statements of charges to departing guests and processes payments
- Ensure a safe and professional work environment

### job requirements

The ideal candidate should:

- Have minimum 2 year experience as a Guest Services/ Front Desk Agent in a full-service hotel
- Have the ability to work on computers and possess an understanding of Excel, Word and Outlook programs
- Have experience using ResortSuite or similar PMS systems
- Have excellent communication and people skills and work well in a team environment
- Have a proven track record of problem resolution experience
- Be well-groomed, well presented, courteous, and welcoming
- Have a willingness to work varying schedules
- Be committed to guest service excellence