

THE JEWEL OF  THE ROCKIES

# MORAINÉ LAKE

L O D G E

## **Front Desk Agent**

**Department:** Front Desk

**Reports to:** Front Office Manager

### **General Description:**

The **Front Desk Agent** is part of the **Moraine Lake Lodge** front desk team which is responsible for guest service and reservations. Our **Front Desk Agents** are the first voice and first team member our guests interact with. There must be a strong focus on guest services to ensure an amazing stay. This position is a multi-task oriented with main duties including; answering phones, taking reservations, selling rooms, guest service (concierge), assisting the dining room, retail sales, end of day accounting and following check-in /check-out procedures.

### **Essential Duties and Responsibilities:**

#### **Guest Service**

- Ensure quality guest experience by providing consistent and efficient service,
- Follow all procedures as outlined in the front desk manual,
- Process reservations and all changes in a pleasant and professional manner,
- Provide information about Moraine Lake Lodge and surrounding area during a sales call to ensure full marketability to potential guests,
- Use up selling techniques to ensure all potential guests are realizing the full value in all Moraine Lake Lodge packages and room offerings,
- Register arriving guests, assign rooms, help with luggage and perform Lodge tours for guests,
- Book dinner reservations for guests in the main dining room,
- Be knowledgeable and engaging when providing information to guests about services and activities in the area,
- Check-out guests, reconcile guest folios and process payments.
- Balance cash and complete balance sheets, cash reports and related forms,

#### **Operations & Administration**

- Prepare accurate daily reports,
- Ensure reservations, FIT and group correspondence is 100% accurate,
- Operate Five Star system; perform flawless cash-out upon daily closing,
- Follow all cash handling procedures,
- Complete the end of day accounting and audit,
- Prepare bank deposits and cash reconciliation, ensure all house accounts are reconciled,
- Prepare commission statements and billing requests,
- Maintain front desk organization & inventory.

#### **Team Work & Other Duties**

- Maintain strong communication & relationships with all Moraine Lake Lodge departments,
- Participate and offer information in daily guest services meetings and communication logs,
- Follow all procedures outlined in the emergency manual,
- Maintain strong communication & relationship with all departments,

#### **Safety Responsibilities**

- Take reasonable care to protect your own, co-workers and guests' health and safety,

- Know and follow all Capilano's health and safety policies and procedures,
- Ask for further training before taking on any task that you are unsure of or have not been trained on,
- Cooperate with the JOHS Committee and any person carrying out Occupational Health and Safety duties,
- Use protective clothing, devices and equipment provided and find out what protective equipment is required for each task,
- Ensure your ability to work without risk to your health and safety or any other person's safety is not impaired by alcohol, drugs or other causes,
- Be alert to hazards and immediately report hazards, defective equipment or concerns to your supervisor.

**Core Competencies:**

**Communication skills:** Must communicate with guests, team members and management in a courteous and professional manner.

**Guest Focus:** To anticipate guests' needs and continually search for ways to increase guest satisfaction.

**Work Efficiency:** Must be able to work with a minimal amount of supervision, manage time efficiently and handle multiple tasks.

**Working with others:** Works well with others in a team setting to complete tasks in a fast-paced environment.

**Qualifications:**

- Must be 100% guest service oriented, have excellent people skills with a positive & upbeat personality,
- Previous hotel/front desk experience preferred, minimum 1 year,
- Currently enrolled in a hospitality/tourism program, an asset,
- Must have strong computer skills,
- Outdoors enthusiast, a passion for hiking and exploring the Rocky Mountains,
- Previous hotel experience an asset,
- Second language an asset.

**Working Conditions:**

- Able to work a variety of shifts including evenings, weekends and holidays, to meet the needs of the business,
- While performing the duties of this position, Team Members are required to be on their feet for extended periods of time,
- Ability to work with outside with varying weather conditions (ex. Extreme Heat, Extreme Cold, Rain, Snow),
- Occasionally required to lift and carry up to 50lbs,
- Occasionally required to lift and climb a step ladder or step stool.