

Clarion Hotel
Guest Service

Job description

We are looking for an exceptional team member for a Full time position that is willing and able to provide superior customer care to our guests.

Responsibilities include:

Days, Evenings, Nights and Cover Shifts. Must be available weekends!

Exceptional customer service skills

Work under pressure

Fast-paced environment

Attention to detail

Standing for extended periods

Work with minimal supervision

Must have criminal record check and clean drivers abstract

Transportation: Own vehicle, with parking available or public transportation is also available

Effective interpersonal skills, Reliability, Flexibility, Team player, Excellent oral communication, Client focus, Dependability, Organized, Excellent written communication

Specific Skills/Duties:

-Provide exceptional customer service

-Drive guests to and from airport with hotel shuttle van

-Valet guests vehicles

- Snow clearing of front and side walkways
- Deliver packages and other items to guest rooms
- Provide information on hotel facilities and services
- Provide general information about points of interest in the area
- Secure guests' valuables
- Store luggage
- Monitor pool area for wristbands and pool towels
- Able to lift up to 50lbs
- Perform light housekeeping such a laundry and cleaning duties
- Register arriving guests and assign rooms
- Process telephone calls
- Take, cancel and change room reservations
- Investigate and resolve complaints and claims
- Process guests' departures, calculate charges and receive payments
- Balance cash and complete balance sheets, cash reports and related forms
- Process wake-up calls
- Follow emergency and safety procedures, Clerical duties (i.e. faxing, filing, photocopying)
- Assist clients/guests with special needs
- Other duties as assigned.

If interested, email candiottipiero@hotmail.com