

# Front Desk Agent

## Elkhorn Resort – Onanole, MB

### **Main Duties**

Hotel front desk clerks perform some or all of the following duties:

- o Maintain an inventory of vacancies, reservations and room assignments
- o Register arriving guests and assign rooms
- o Answer enquiries regarding hotel services and registration by letter, by telephone and in person, provide information about services available in the community and respond to guests' complaints
- o Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems
- o Present statements of charges to departing guests and receive payment.

### **Employment requirements**

- o Completion of secondary school or equivalent is usually required.
- o Completion of a two-year apprenticeship program, or a college program in front desk operations or hotel management may be required.
- o Guest service trade certification is available

Hours: Part Time

Wage: \$15/hr

Language Level: Good working knowledge of English is required

Location: Elkhorn Resort – Onanole, MB

Transportation is provided to and from work.

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