



FRONT DESK AGENT (64314)

Description

Job Title: Front Desk Agent (NOC 64314)
Company: Hilton Garden Inn Winnipeg South
Location: 495 Sterling Lyon Parkway,
Winnipeg, Manitoba, R3P 2S8
Employment Type: Full-Time, Permanent (40
hours per week)
Job Vacancies: 1
Salary: \$15.80-\$18.00 per hour (based on
experience and qualifications)
Expected Hours: 40 per week

Job Description

We are seeking a highly professional and customer-focused Front Desk Agent to join our team at the Hilton Garden Inn Winnipeg South. As the first point of contact for our guests, the ideal candidate will deliver exceptional service, ensuring seamless operations and enhancing the guest experience at our 125+ room property.

This role requires candidates with strong technical expertise, outstanding customer service skills, and a proactive approach to operational efficiency. Proficiency in Property Management Systems (e.g., OnQ, PIP) and night audit report preparation are essential.

Responsibilities

Guest Services and Interaction

- Warmly greet guests upon arrival and departure, ensuring a professional check-

Closing Date

April 9, 2025

Categories

Services

Employer

HILTON GARDEN INN WINNIPEG
SOUTH

Location

River Heights

Address

495 STERLING LYON PARKWAY
WINNIPEG, R3P 2S8

Job Type

Full-time

Education Level

College

Wage

\$15.80 - \$18.00

in/check-out experience.

- Respond to guest inquiries about hotel amenities, services, room categories, and local attractions with accuracy and professionalism.
- Provide personalized recommendations for dining, shopping, and sightseeing to enhance guest satisfaction.
- Resolve guest complaints and concerns promptly, ensuring issues are addressed effectively while maintaining brand reputation.

Administrative and Reservation Management

- Accurately manage reservations, modifications, and cancellations in the Property Management System.
- Process guest payments, issue receipts, and resolve billing inquiries while maintaining financial accuracy.
- Coordinate with travel agencies and third-party booking platforms to streamline reservation processes.

Night Audit and Financial Reconciliation

- Prepare and complete night audit reports, ensuring accuracy and timely submission.
- Reconcile daily transactions, balance accounts, and generate detailed financial summaries.
- Ensure all supporting documentation is organized and submitted as required.

Operational Support

- Monitor room availability and coordinate with housekeeping to ensure rooms are ready for guests.
- Maintain an organized inventory of front desk supplies and report any maintenance or technical issues.
- Comply with hotel security, fire regulations, and health and safety protocols, acting as a point of contact during emergencies.

Gift Shop and Inventory Management

- Oversee the operations of the on-site gift shop, including managing sales, purchases, and maintaining a reasonable inventory.
- Ensure stock levels are optimal and assist with sourcing items aligned with guest preferences.

Sales and Upselling

Email

finance.askhotelsinc@gmail.com

- Maximize room occupancy through upselling techniques and promoting hotel services/packages.

- Encourage guests to join Hilton loyalty programs and explain their benefits.

Team Collaboration and Training

- Work closely with housekeeping, maintenance, and other departments to meet guest needs efficiently.

- Mentor and train new team members, fostering a culture of collaboration and professionalism.

- Participate in appropriate training programs to enhance knowledge and skills.

Technology and Systems Expertise

- Proficient in Property Management Systems such as OnQ and PIP, ensuring efficient operations.

- Utilize mobile check-in/check-out apps and self-service systems to enhance guest convenience.

- Follow brand standards and policies when handling front desk equipment and systems.

Qualifications and Requirements

- Education: Completion of a post-secondary diploma or certificate in Hotel Front Desk Operations, or a related field.

- Experience: A minimum of 1 year of relevant experience

- Proven ability to work independently and unsupervised after thorough training and orientation.

- High proficiency in Microsoft Office, including Word and Excel.

- Must have a reliable car for commuting purposes.

- Strong technical expertise in Property Management Systems (e.g., OnQ, PIP) and financial systems.

- Excellent communication, organizational, and problem-solving skills.

- Familiarity with hotel room categories, rates, promotions, and upselling techniques.

- Knowledge of hotel security, fire regulations, and health and safety legislation.

Benefits

- Group benefits, including extended

medical and dental insurance.

- Free on-site parking.
- Discounted or free meals.
- Flexible work schedules.
- Paid time off.
- On-site gym.
- Gift shop discounts.
- Discounted rates for stay in any Hilton brand.

Additional Details

Schedule:

- 8-hour shifts (Day, Evening, Nights, Holidays, Weekends as needed).

Additional Pay:

- Overtime pays.

Application Details

Submit your application with a cover letter and resume to:

MAIL /IN PERSON AT: 495 STERLING LYON
PARKWAY, WINNIPEG, MANITOBA, R3P 2S8
EMAIL: finance.askhotelsinc@gmail.com
FAX: 1-204-594-7455

Note: Candidates must be able to reliably commute or relocate to Winnipeg, MB, before starting work.

Required languages: ENGLISH

Education level: POST-SECONDARY
CERTIFICATE OR DIPLOMA IN HOTEL FRONT
DESK OPERATIONS OR A RELATED FIELD

Required skills: 1 YEAR WORK
EXPERIENCE

Closest intersection: 495 STERLING LYON
PARKWAY, WINNIPEG, MB R3P 2S8