

PIER 7497 O/A CLOUD 9 INN
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Front Desk Receptionist (Full-Time - Whitecourt)

We are seeking a Front Desk Receptionist to join the CLOUD 9 INN family. Your role involves facilitating communication for all departments to ensure excellent service for our guests. If you have a passion for radio/telephone systems, teamwork, and excellence, we invite you to join our team!

About our organization:

Ensuring our guests feel welcome, comfortable, and secure, we strive to provide the best hotel accommodations for everyone, from the individual businessperson to the traveling family. We aim to exceed expectations in all aspects of operations, from cleanliness to customer service. Our guests' satisfaction is our top priority.

A Day in the Life of a Front Desk Reception Agent:

Upon arrival and shift change, you will actively engage in team meetings to discuss the needs of the property. With your welcoming voice and engaging personality, you will continually interact with our guests and departments. You will forward their needs to the appropriate person and/or department with a clear and concise, yet eager-to-please attitude. You are the voice of success as our guests embark on the journey of a lifetime!

Job Description:

We are currently seeking a Front Desk Receptionist to join our dynamic team at CLOUD 9 INN. The ideal candidate will play a crucial role in ensuring our guests' satisfaction by providing excellent service at the front desk.

Responsibilities:

- ✓ Greet and welcome guests in a friendly and professional manner.
- ✓ Handle check-ins and check-outs efficiently.
- ✓ Manage reservations and assist with inquiries.
- ✓ Answer phone calls and direct them to the appropriate department.
- ✓ Provide information about hotel facilities, services, and policies.
- ✓ Resolve guest issues or concerns with a positive and proactive attitude.
- ✓ Ability to handle Electronic and Cash transaction.
- ✓ Process reservation and cancelation request.
- ✓ Assist with preparing breakfast, cleaning of common areas.
- ✓ Assist with folding laundries, packing of condiments and alike.
- ✓ Adhere to company values and safety policies.
- ✓ Follow procedure and service standards.
- ✓ Communicate with housekeeping and maintenance to improve the guest experience.
- ✓ Ability to provide and negotiate with existing Daily/Weekly and Monthly rates.
- ✓ Maintain a tidy and organized front desk area.

Position Available:

1 Full-Time Permanent

Salary:

\$15-\$16/hour

How to Apply:

Please apply via email: pier7497ltd@gmail.com / cloud9wct@gmail.com