

Job Description Front Desk Agent

Title: Front Desk Agent
Reports to: Front Office Manager

Summary of Position:

The Podollan Inn and Spa is currently seeking Full Time Front Desk Agents. The main responsibilities of the front desk agent is to ensure that guests receive a positive first and last impression of the Hotel and to act as an ambassador to the Podollan Inn & Spa at all times.

Overview: The Podollan Inn & Spa is situated in the progressive and family friendly city of Grande Prairie. The Podollan Inn & Spa has grown its reputation to be the business hotel of choice with a boutique feel not experienced anywhere else in Grande Prairie. Only a four-hour drive from Edmonton and Jasper, Grande Prairie offers world class recreational facilities, excellent shopping and plenty of great things for families to do. The hotel facilities include 165 boutique bedrooms, the L Spa which is currently ranked in the top 50 in North America, Jax Grill & Lounge and banquet facilities.

Duties of the Front Desk Agent include but are not limited to:

- Register arriving guests and assign rooms
- Process group arrivals and departures
- Take, cancel and change room reservations
- Process telephone calls
- Provide information on hotel facilities and services
- Provide general information about points of interest in the area
- Provide information about services available in the community
- Arrange services required for guests with special needs
- Process wake-up calls
- 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
- Maintain occupancy statistics
- Follow emergency and safety procedures
- Clerical duties (i.e. faxing, filing, photocopying)

Requirements:

Completion of high school required.

No experience necessary.

Please submit a copy of your resume via email to admingp@podollan.com, via fax @ (780) 830-2902 or in person at 10612 99 Ave, Grande Prairie, AB