



Harrison Hot Springs Resort is currently recruiting for the position of **Reservations Agent**.

About our company:

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Reports to work on time, with name tag in place, and professionally groomed.
- Understands each room type and amenities in each room type.
- Understands all hotel facilities and can describe them to guests.
- Responds to guests directly when working at the guest services desk (an extension of reservations in the lobby, telephone, mail and email inquiries.
- Sells the hotel and its facilities, up selling wherever possible.
- Enters all individual and group reservations into the computer accurately and completely.
- Sends out confirmations.
- Local knowledge of attractions and restaurants – maintaining an updated list.
- Guest interaction both face to face and on phone.
- Assists guest by answering inquiries, signing up for events, dinners, activities.
- Act as a lobby ambassador coming forward and offering Guest Service.
- Working the guest departure line offering express check out.
- Assisting with signing out safety deposit boxes.
- Arranging dress attire for guests who do not the appropriate clothing for the Copper Room.
- Takes processes and posts orders for gift certificates.
- Takes all amenity orders, collects from the Gift Shop and Delivers to assigned Guest Rooms.
- Provides VIP guests and disabled guests with express check-in and checkout services.
- Prepares Anniversary, Birthday and Honeymoon cards for guests.
- Updates the F1 SMS information screen.
- Complete all requested additional related duties as assigned.
- Show Site Rooms to guest showing interest in viewing property.
- Relaying information with the kitchen on same day amenity or any other special orders those guests have.

- Placing flower orders and delivering to the Copper Room.
- Maintaining the guest lending library organized on stocked.
- Booking Tennis Times and or closing out the courts when Weddings are present in the Garden.
- Maintaining all games stored behind the desk for guest use.
- Uphold the highest standard of internal and external customer service at all times.
- Follows guarantee and deposit procedures.
- Posts deposits received to reservation.
- Completes shift update to other team members.
- Responds to internal requests, email requests and fax requests in a timely, professional and accurate manner.
- Follows established third party credit card authorization procedures.
- Some stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
- Performs any and all other job related tasks assigned by management.
- Files correspondence and computer reports.
- Ensures guest history files are accurate and up to date.

SKILLS, KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS:

- Grade 12 education.
- Front desk, reservations concierge, or sales training from a recognized hospitality/tourism school.
- Ability to read and comprehend instructions, short correspondence, and memos.
- Ability to write simple correspondences.
- Ability to effectively present information in English to guests and employees of the organization.
- Ability to calculate figures and amounts such as discounts, interest, commissions – most of this will be done by computer.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Excellent communication skills, computer literacy and problem-solving skills
- Accurate reservation of rooms by all staff.
- Advance notice of group arrivals to appropriate departments.
- Up-selling of rooms.
- Good communication with other departments.
- Good interpersonal relationships with co-workers.

Interested, qualified candidates are invited to submit their resume and cover letter to hshsr@harrisonresort.com or facsimile at 604-796-4712.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at HarrisonResort.com.