



Guest Services Representative

About Us: Kokanee Springs Resort is an iconic, bucket-list-worthy destination featuring one of the finest golf courses in British Columbia since 1968. The course-side luxury villas, the 60-room lodge and the new RV Park at Kokanee Springs offer a mixture of casual elegance and affordable relaxation for those desiring mountain-side peace and tranquillity. The resort's restaurant, REFRESH Kitchen & Bar, serves up innovative casual cuisine to suit a variety of tastes.

Summary

The **Guest Services Representative** will be responsible for greeting and registering guests, providing outstanding guest service during their stay, and settling the guest's account upon completion of their stay.

Other duties will include registering guests, creating, and modifying reservations, acting as a hotel operator, and performing some concierge duties.

The Guest Services Representative must possess an upbeat personality with a desire to deliver outstanding customer service to our guests. You must have the ability to multi-task, be detail-oriented, and be able to problem-solve effectively when dealing with internal and external customers.

Successful Candidates will possess the following:

- Two years of experience as a Hotel Front Desk Clerk preferred
- Experience in all aspects of customer service and people management
- High Level of Ethics and Integrity
- Strong Computer & Math Skills
- Comfortable using a multi-line telephone system.
- Able to respond quickly in a dynamic and changing environment
- Able to effectively communicate both verbally and in writing
- Ability to coordinate and organize meetings, services, and events.
- Willing to work morning and evening shifts, including weekends
- Manual dexterity required to use a desktop computer and peripherals

Benefits of working here:

- Free Golf
- Discounts on food at the on-site restaurant, REFRESH Kitchen & Bar
- Discounts at the Pro Shop
- Family & Friends discounts in the Lodge
- On-site Staff Accommodation available

- Rural location in a valley surrounded by mountains
- Walking distance to Kootenay Lake
- Wildlife is abundant here, so sightings are promised

Wage: starting at \$18.00 per hour

To apply:

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