

Job Posting: 1428 - Position: Guest Services Agent

Co-op Work Term Posted:	Winter 2022
App Deadline	04/01/2022 11:59 PM
Application Method:	Through website
Posting Goes Live:	11/25/2021 11:59 PM
Job Posting Status:	Pending New

Company Info

Job Title	Guest Services Agent
Organization	Melanie Chavez
Division	Westmark Inn Dawson City
City	Dawson City
Province / State	Yukon

Job Posting Information

Period of Employment	Winter 2022
Number of Positions	8

Description of Duties

Our Guest Service Representatives are the greeters, problem-solvers and sales force of all that is the location where you work. You provide excellent service; apply knowledge of company products, optional tours, services, local information, policies, procedures and guidelines to assist guests and employees; and support the overall goals of the company as you provide the best experience possible for our visitors. Be part of the team who shares their backyard with guests. Live a summer of adventure and memories, creating your own and those for others.

Responsibilities:

- Provide excellent customer service and analyze guest situations, investigate problems and determine solutions within company policies, procedures and guidelines.
- Communicates and coordinates with multiple departments in a friendly and professional manner to process requests and accommodations.
- Apply knowledge of company products, tours, services and operations for guests and employees to enhance the vacation and work experience.
- Create bookings, take payment and process refunds for hotel rooms, amenities, and tours.
- Processes daily sales and complete accounting duties.
- Transports guests to and from excursions
- Maintain records, reports, logs and files in accordance with company policies, procedures and guidelines.
- May deliver messages, amenities, assist with luggage and run errands based on guest and company needs.
- Participate in generating sales for tours, retail, restaurant, amenities and hotel rooms at designated locations.
- Answer and re-direct telephone calls as needed; greet and interact with guests at the desk or designated areas.
- Monitor alarms and communicate with guests, employees, security, management and emergency personnel in the event of urgent and/or emergent medical and non-medical incidents on property
- Keep work areas organized, clean and sanitized
- Assists within other departments, such as housekeeping, on high occupancy days when needed and upon appropriate training.

Skills Required

Requirements:

- High school completion or equivalent certification preferred.

- Successful completion of criminal background check.
- Minimum age of 18 years required to reside in company housing, where available.
- Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Must be able to work independently within a team environment, contributing to a pleasant, positive guest experience.
- Must be able to prioritize work and meet deadlines in a fast-paced work environment, while maintaining attention to details.
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).
- Ability to adapt to new ideas and accept changing situations with confidence and ease.
- Must be able to communicate verbally and in writing with employees, management, and guests.
- Must be able to lift 50 lbs/23 kgs as some heavy lifting is required. Must be able to climb, stoop, kneel, crouch, crawl, reach, stand or walk throughout entire shift.

Salary Range	\$15.50/hr + housing & meal benefits
Job Location (if exact address unknown or multiple locations)	Dawson City, YT
Work Term Duration	4 month work term
All Degrees and Disciplines	Yes

Application Information

Application Delivery	Through website
If by Website, go to	https://www.alaskatourjobs.com/current-job-openings/?category=&location=Dawson+City+Westmark+Hotel+%28Dawson+City%2C+YT%29

Additional Application Information

Apply online at www.yukontourjobs.com by April 1st, 2022. We hope to have a chance to speak with you further!!

Follow us @yukontourjobs and @alaskatourjob for a first-hand look at the Employee Experience!

Westmark Inn Dawson is a beautiful premier hotel located in the wonderful historic town of Dawson City, Yukon. Owned and affiliated with Holland America and Princess Cruises we host a wide range of interesting travelers and tour groups throughout the season.?

You can expect to learn the high demands and great rewards that come with working in fast-paced hotel and restaurant operations. You will begin to understand the intricacies of the cruise industry in collaboration with overland tours and transportation logistics. Our property focuses on employee growth through cross-training, HAP innovations program (giving staff the opportunity to share their ideas and receive exceptional recognition for it), departmental advancements, and more!

Details:

Training - Season begins mid-May, with opportunity to start earlier assisting with opening the hotel properties! Our season typically ends around mid-September.

Housing - Spacious, shared accommodations in full furnished houses inclusive with; bed linens and towels, laundry facilities, Wi-Fi, and TV!

End of Season Bonus - Upon Seasonal completion, receive 50% or more of your rent back!

Benefits:

Experience - Of a lifetime! Live and work in the Yukon, working for an international company.

Travel - Generous Cruise and Travel Privileges for you and your family?in Yukon &Alaska and around the world!

Rewards &Incentives - Employee of the month, years of service and longevity recognition programs!

Reward for Referral Program - earn up to \$400 for each person you refer!

Community Service - Unique employee opportunities to participate in local community and charity events!

Employee Activities - Team sporting events; company sponsored events; discounted rates on tours and more!

* Our organization is committed to health, safety, and sustainability. All safety protocols and procedures in place for both guest-facing and employee related operations. Our organization commits to health, safety, and sustainability. *

Additional Information

Is this position restricted to Canadian students only? No