

TYAX

LODGE & HELISKIING

POSITION:	Guest Services Agent
TERM	Seasonal
DEPARTMENT:	Guest Services/Front Desk
RATE OF PAY:	TBA
GRAUTITIES	Yes
HOURS:	Seasonal full-time. Extended hours may be required to meet business needs.
UNIFORM	Will be required to meet a company dress standard
ACCOMODATION:	Shared accommodation and meals are provided
REPORTS TO	Office Managers
DATE REQUIRED:	Positions available January – April; June – October
APPLICATION CONTACT	elysa@tyax.com

Tyax Lodge & Heliskiing is a full service outdoor adventure resort. We offer seasonal and year-round employment opportunities for individuals with a passion for providing an exceptional guest experience and an enthusiasm for outdoor recreation.

As a Guest Services Agent of Tyax Lodge & Heliskiing you are expected to provide exemplary customer service to all guests at all times while maintaining and exceeding the service standards set by Tyax Lodge & Heliskiing. The responsibilities of the Guest Services Agent include front desk, service and occasionally assisting with housekeeping duties. The Guest Services Agent will report directly to the Guest Services Supervisor. The responsibilities and duties of a Guest Services Agent include but are not limited to the following:

RESPONSIBILITIES:

- Operate according to the policies, procedures, quality standards and services established by the company
- Exceed guest expectations by providing personalized, efficient and courteous customer service
- Show dedication to making every guest feel welcome in our surroundings
- Handle all special requests quickly and appropriately
- Work closely with other departments to ensure a smooth operation through preparation and follow-up
- Maintain regular attendance as required by scheduling which will vary according to the needs of the hotel

- Keep immediate supervisor promptly and fully informed of all problems or unusual matters of significance
- Provide in-depth knowledge of products and services offered
- Act as a point person to all guests
- Answer phone calls with excellent phone etiquette
- Perform front desk duties such as check-ins check out, making reservations, programming of guest keys, processing of night audit, ensure accuracy of all guest folios
- Perform and assist with breakfast serving duties when needed
- Reports all concerns related to Engineering/Maintenance, Health and Safety, Security or Suspicious circumstances (including smells/sights and sound) immediately to the appropriate leader.
- Perform inventory control and daily financial responsibilities such as daily cash outs
- Ensuring cleanliness in and around the workplace
- Responsibilities include but are not limited to the above. Guest services agents may/will be ask to assist in other departments on a “as needed basis”

QUALIFICATIONS & ATTRIBUTES REQUIRED:

- High School Diploma
- 1-2 years experience within the hospitality industry is considered an asset, training is provided
- Experience in property management systems, POS and switchboard is an asset
- Additional language skills are an asset
- Must possess excellent communications, interpersonal, organizational and customer service skills and be a team player
- Responsible and dependable with a poised and friendly attitude
- Must have attention to detail and the ability to multitask
- Must be flexible in regards to scheduling and working shifts
- Must be able to live and work in a remote setting

Visa Requirements: Must be legally eligible to work in Canada.

Note: *Due to the nature of our business all members of the team may be required to take on additional responsibilities at times to ensure an exceptional guest experience.*