

## **WELCOME TO BRUDENELL CHALETS PRINCE EDWARD ISLAND**

Brudenell Chalets offers 15 fully equipped rental cottages with a Four Star Canada Select rating. We are located in the heart of Kings County, in the eastern end of PEI, on the Points East Coastal Drive.

The Brudenell Chalets provide all of the amenities required for a relaxing vacation and are spread over a 6-acre, landscaped parcel of land with a central courtyard featuring a large 20' x 40' heated pool, playground, volleyball court and fireplaces for the evening campfires. **We are pet friendly.**

Our chalets are situated adjacent to the popular Brudenell Golf Course and Dundarave Golf Course. The Confederation Trail runs along the boundary of the property and is excellent for hiking, biking and bird watching.

### **Job description – Front Desk Agent**

As a Front Desk Agent, you understand the importance of an efficient and welcoming check-in experience for our guests, and are committed to going above and beyond to make guests stay memorable. With your engaging smile, warm personality and customer service focus, you will be empowered to deliver on our mission of "Creating a memorable experience for our guests".

#### **Duties & Responsibilities:**

- Check guests in and out of the chalets with warm and engaging service
- Follows check in and out procedures, ensuring mandatory details are covered while building genuine rapport + relationships with guests
- Greet guests, and acknowledge guests waiting in line
- Ensure all phones are answered promptly with good etiquette
- Ensure all aspects of room reservation protocols are followed, including bookings, confirmations + cancellation policies
- Respond to all guest requests in a timely manner, and follow-up with guests for 100% satisfaction
- Help guests, assist, and provide information (e.g. chalet policy, directions, places to eat, etc.).
- Communicates effectively with the Housekeeping staff to facilitate room turnover
- Responsible for monitoring chalet lobby cleanliness and maintaining high standards of cleanliness
- Other duties as assigned

#### **Qualifications:**

- Previous hotel or guest service experience is preferred
- Good communication skills, and fluent in English
- Detail oriented and an experienced problem solver
- Able to multi-task and handle multiple priorities
- A team player with a positive attitude
- Post-secondary education in a hospitality program is an asset
- Training will be provided

Job Types: Seasonal employment, Part-time

Salary: \$15.00-\$17.00 per hour, based on experience

#### **Benefits:**

- Casual dress
- On-site gym, indoor pool, tennis court & basketball court, free parking

Flexible Language Requirement:

- French, Cantonese and/or Korean not required but an asset

Work Schedule:

- 8 to 10 hour shift, Monday to Sunday, negotiable

Supplemental pay types:

- Tips