

## **WELCOME TO CAVENDISH MEMOTREE RESORT PRINCE EDWARD ISLAND**

Cavendish MemoTree Resort is located in the beautiful Cavendish Beach area of Prince Edward Island and operates seasonally from May to the end of October. We offer our clients competitive rates, exemplary customer service and comfortable accommodation, with a **3.5-star Canada Select Rating**.

We are also one of the first resorts in Canada to meet the needs of guests with environmental sensitivities including solar panel heating. Our accommodations features **4-star Restaurant**, newly renovated cottages, hotel rooms, kitchenettes and common areas, hardwood floors, solid wood furniture, hypoallergenic energy efficient heating and cooling systems & so much more.

Onsite, you'll find our sheltered barbecue area, tennis court, basketball hoop, playground, indoor pool, games room with pool table and gym equipment. Everything you need!

### **Job description – Front Desk Agent (more than one)**

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 hotel 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 protocol 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. hotel policy, directions, places to eat, etc.).
- Communicates effectively with the Housekeeping staff to facilitate room turnover
- Responsible for monitoring hotel 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-\$18.00 per hour

#### **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, bonus incentive program