



CAREER OPPORTUNITY

POSITION: Guest Services Associate – Switchboard Agent, Part Time
LOCATION: Delta Vancouver Suites
REPORTS TO: Front Office Manager
POSTING DATE: February 7, 2012 **CLOSING DATE:** February 28, 2012

QUALIFICATIONS:

- Demonstrated experience in Front Office and/or Guest Service areas, with strong knowledge and understanding of the Front Office/Guest Reception Process in a hotel environment
- Post-secondary education in hospitality or a related field a definite asset
- Must have excellent interpersonal, communication and organizational skills
- Ability to work in a team oriented, multi-tasked environment
- Technical skills should include experience in Word, Excel, and related hotel systems. Exposure to and familiarity with “Fidelio” or “Opera” a definite asset
- Must be detail oriented and possess excellent guest service skills
- Knowledge of the downtown Vancouver area an asset.

RESPONSIBILITIES:

- Coordinate external and internal guest requests via phone system and walkie talkie
 - Assist Guest Service Reception to meet all guest expectations (fax deliveries, message deliveries, daily reports, etc.)
 - Participate actively in a multifunctional cross-training work environment
 - Together with other associates, ensure that the Guest Arrival/Departure Process is continuously improved through the use of ongoing analysis and problem solving teams
 - Maintain a high level of customer service and professionalism within all areas of the Guest Arrival/Departure Process
 - Assist with emergency situations when and where required.
 - Observe and follow the established emergency Fire & Health & Safety procedures and to work in a prudent and safe manner.
 - Qualified persons with disabilities and women are particularly encouraged to apply.
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*The Hotel is committed to employment equity throughout all levels of the organization.
Recruitment process must seek out candidates from under-represented designated groups.
Contact a representative of the People Resources Department for details.*

Please send your resume in confidence to:

Tety Partaatmadja
Director, People Resources
Delta Vancouver Suites Hotel
550 West Hastings Street
Vancouver BC V6B 1L6
Fax 604-899-3091