

Bala Bay Inn

Job Description

Position Title: Guest Service Agent – Front Desk

Reports To: Front Desk Supervisor, Housekeeping Team Leader, Owner & Director of Operations

Position Time Frame: May - October

Purpose & Major Responsibility: The Guest Service Agent acts as a main figure in the hotel's operation. They work closely with Managers and Owners to help them and ensure everything goes smoothly. When people have concerns, they come to the Front Desk for solutions. Maintaining composure and problem solving are the best skills one can have. This job consists of a myriad of stable and altering responsibilities – mainly taking reservations and checking people in & out of the hotel. This position gives the employee an excellent overview of how the entire hotel operates, and for anyone pursuing hotel management it would be an ideal job. You must be flexible to run up and help housekeeping or help the dining room if needed.

Staff Responsible For: rooms attendants in absence of Housekeeping team leader

Main Duties & Activities:

- Answering phone calls, taking reservations for hotel rooms and dining room
- Smiling all the time & being polite to all guests
- Managing the room inventory of the hotel
- Making suggestions on rates based on competitive analysis of other hotels in area
- Doing daily audit & bank deposit (on days manager is not in)
- Touring prospective new clients for: weddings, luncheons, business groups
- Recording and passing on messages
- Checking e-mail on an hourly basis and responding to any inquiries
- Preparing new forms & organizing, maintaining proper filing system on main front desk computer
- Preparing, editing and printing off documents
- Organizing and constantly re-organizing the front desk (binders, folders, writing utensils, ensuring the entire front-desk space and atmosphere is constantly welcoming, neat, professional and presentable
- Upholding a professional, friendly, efficient and effective work composure
- Dealing with people constantly over the phone, in person and on the Internet whilst maintaining a professional attitude
- Opening the hotel in the morning with assigned keys
- Erecting signs on the road sign. These are changed daily based on the specials or entertainment provided
- Checking the lobby bathrooms and ensuring they are clean
- Upholding the lobby's appearance and light cleaning
- Ensuring all the money behind the front desk stays safe and concealed
- Ensuring all money for the front desk is accounted for and properly managed
- Dealing with guests' concerns in a professional, helpful and caring manner
- Dealing with technology constantly (including printers, fax machines, computers, TD machines, telephones, cell phones, DVD players, VCR's, etc.)
- In charge of replacing ribbons, cartridges and tapes, and managing the stock on hand

P.O. Box 258 3063 MUSKOKA ROAD HWY 169 BALA, ONTARIO, CANADA POC 1A0 T: 705.762.3313 TF: 1.866.268.1453 WWW.BALABAYINN.COM



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- Preparing check-in and check-out documents for guests' easy arrivals and departures
- Maintaining a high level of communication with all staff members (especially those behind



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- the front desk who are on shift after you). This is accomplished by utilizing the Front Desk Communication Book which is read at the beginning of each shift.
- Ensuring all pick-ups and deliveries go smoothly (preparing the pick-up, calling Purolator, etc.) In charge of double-checking all the items delivered match the invoice you signed for
- .Helping wait staff clear breakfast dishes after continental(share in tip pool)
- Hostess for restaurant whenever they need an extra hand.
- Showing the Inn to guests – offering room tours to drop in guests
- Selling the Inn and all it has to offer to guests over the phone, on the internet and in person
- All purolator slips are kept in file,with a tracking # when you confirm pick up
- Manage the incoming messages to department heads effectively, using the bunks (immediate response required) and mail trays for invoices.
- Responsible for confidential passwords and documents
- Troubleshooting technology on a regular basis
- Giving directions to guests (know the area well!)
- Signing people in and out of the Sign In book with approval. Note often if they are accurately recording their times and if their 15 minute breaks are allotted for.
- Ensuring people's hours are correct
- Bi-weekly entering hours into the payroll and double checking that all hours are correct,
- Ensuring the music is always playing
- Ensure the candles are always lit
- Ensure the incense smell is used.
- Recording all transactions made on a notepad
- Responsible for all keys. This includes ensuring guests return with the number of keys they were initially given, and staff return keys they borrow for various rooms (staff room, electrical closet, etc.)
- Adding maintenance problems to clip board & following up to see that jobs are done.
- Booking contractors- recording any of their visits in "contractors" book
- Doing errands around Bala and further (such as Orillia, Barrie, Bracebridge and Gravenhurst) for example picking up laundry, picking up certain necessities for the front desk or the kitchen, office supplies or liquor orders, etc.
- Doing hotel laundry in Bala if requested
- Setting up various rooms for events -ballroom for the buffet; Lux lounge for Yuk Yuks
- Introducing various entertainers (ex: comedians) to the audience
- Creating instructions and directions for a myriad of things (including DVD players, Air Conditioners, certain computer programs, etc)

Assets:

- Excellent knowledge of computers – both hardware and software, Microsoft Word, Microsoft Excel, Various software used in the hotel (Pronto, Silverware)
- Fast typing speed
- Research skills (ability to locate documents on the Internet quickly)
- Excellent knowledge of Internet. Google, Yahoo, Squirrel, Mail, Hotmail, Mapquest
- Excellent basic math skills
- Organizationally driven

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- Comfortable, confident and friendly around and towards people
- Excellent problem-solving skills
- Familiarity with the local tourist destinations or attractions
- Enthusiasm, dependability and punctuation a must!
- To have a personal computer

Advancement opportunities: Guest Service Agent Supervisor, Housekeeping Supervisor

Hours/ Wage: 34 to 44 hours per week – based on business levels, Competitive Remuneration, hourly rates start at \$10.50, based on experience. Gratuity and bonuses from Group room bookings.

