



Guest Service Agent

Retro Suites Hotel is proud to offer Chatham-Kent professional Hospitality career opportunities!

Be part of a fast-paced, rewarding and exciting environment.

- Professional, dedicated, and team orientated
- Offering Full and Part-time hours
- Competitive Industry wage/salary + annual bonus + Retro Perks
- Gain knowledge and experience
- Grow organically within our company
- Benefits offered after probationary period
- Hospitality experience and education an asset but not required

Job Description:

As Guest Service Agent, you will serve on the Front Office Team, to provide services for Guests to contribute to an overall exceptional experience from check-in through check-out and complete audits, as required. A Guest Service Agent truly influences the first impressions of our Guests and, therefore, are responsible for performing the following tasks to the highest standards:

- Achieve positive outcomes from Guest queries in a timely and efficient manner
- Ensure an efficient reception experience for Guests, including check-in/out, and complete audit procedures, as required
- Demonstrate a high level of customer service at all times
- Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties
- Maximize room occupancy and use up-selling techniques to promote hotel services and facilities
- Use the correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy
- Assist other departments, as necessary
- Join the Retro Suites Hotel team today for a bright future in Ontario's Premier Boutique Hotel.