



January 20, 2012

**Night Guest Services Agent
Harbour Towers Hotel & Suites
Victoria, BC
Full-time, Permanent**

What's In It for You?

- Join our family of supportive team mates who are passionate about service
- "The Perks" including hotel and restaurant discounts
- Growth opportunities within a national multi-brand hotel company
- Industry leading development and training programs
- Learn and collaborate with the best in the industry
- Proud to be Canadian

We are looking for a Night Guest Services Agent at Harbour Towers Hotel & Suite in Victoria, BC.

Objective:

To perform the nightly functions which support the hotel operation by determining and verifying that all customer accounts are correct and balanced; while providing efficient and courteous service to both internal and external customers, in accordance with the standards of SilverBirch Hotels & Resorts.

Duties & Responsibilities:

- Verifies daily charges to customer folios; making corrections as necessary ensuring all required documentation is obtained
- Balances and checks out all direct bill accounts; copying the necessary departments
- Reviews all credit card vouchers for proper imprints, authorizations and correct amounts
- Takes care of guest requests or concerns professionally using problem resolution processes to ensure that guest service opportunities are resolved quickly and efficiently
- Consistently aware of daily house activity (occupied rooms, special events/functions, and information passed on from other departments)
- Effectively communicates shift to shift pass on including, but not limited to, guest issues and requests
- Maintains and replenishes all supplies needed for the next shift
- Creates guest room reservations in the absence of our reservations team
- Assigning rooms and registering guest arrivals and departures
- Providing account statements for departing guests and receiving payment for charges incurred
- Maintains guest accounts and enters guest history information for future reference
- Provides information to guests pertaining to hotel services and local points of interest
- Performs all duties as outlined on daily checklists
- Takes complete responsibility for a cash float and provides foreign currency exchange services, as needed
- Consistently meets all hotel standards i.e. Spirit Standards, At Your Service, Guest Room Access and Spirited Communication
- Actively promotes the Travellers Rewards Program to our guests
- Actively participates in our incentive programs i.e. up-selling, and Thrill Of The Fill
- Performs floor checks throughout shift to ensure guest comfort
- Works as part of the overall team to ensure the hotel's effective and profitable operation
- Exceeds customer and associate service expectations by providing added value to the hotel team and by doing whatever is reasonable and possible to meet their expectations
- Performs other duties as assigned



Preferred Education & Qualifications:

- Minimum 1 year hospitality experience required
- Strong customer service skills
- Flexible, positive and energetic with the ability to work under pressure
- Strong data entry, analytical and communication skills
- Must be proficient in Microsoft Word, Excel, network systems and accounting software
- Experience in setting and meeting achievement oriented goals and standards
- Ability to prioritize and to meet all deadlines
- Has an understanding of customer service and is able to implement it on a day to day basis

This individual will:

- have a warm, reliable and modest approach
- be organized, structured and a fact-oriented worker
- be patient and thoughtful and has the ability to examine both sides of a situation
- value security and structure and will want to discuss changes prior to implementation
- be careful and logical with a concern for accuracy

If you are interested in joining the liveliest hotels in Canada, each with their own unique sense of place then we want to hear from you!

Contact us at:

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HR Coordinator
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www.silverbirchhotels.com

SILVERBIRCH HOTELS & RESORTS IS SUPPORTIVE OF WORKFORCE DIVERSITY AND ENCOURAGES APPLICATIONS FROM QUALIFIED INDIVIDUALS.

NOTICE TO POTENTIAL JOB APPLICANTS

If you are considering employment with us, please be advised that SilverBirch Hotels & Resorts

- **does not** require job applicants to pay a fee for a job application or opportunity; and
- **does not** make unsolicited offers of employment.

If you have been approached by any entity engaging in such practices who claims to represent SilverBirch Hotels & Resorts, please advise us immediately by email at careers@silverbirchhotels.com and contact either the Canadian Anti-Fraud Call Centre at 1-888-495-8501 or the Royal Canadian Mounted Police.