



ROYAL SERVICE AGENT FRONT OFFICE

RESPONSIBILITIES:

- Ensuring all external and internal guest/colleague inquiries and concerns are answered promptly and professionally either by telephone or the radio system
- Accurately processing and distributing all guest messages, guest wake-up calls and all incoming faxes
- Ensuring guest's requests are assigned to appropriate departments and followed up in a timely manner as determined for specific calls
- Monitoring the fire computer and fire phone, as well as to inform the Security Department of all emergencies while following all appropriate emergency procedures
- Booking daily excursions, golf tee times, dining reservations and all other guest activities as required
- Enhancing guest service by participating in the ongoing evolution of Royal Service
- Adhering to the hotel's vehicle handling and safety policies while driving hotel and guest vehicles
- All other duties assigned

PHYSICAL DEMANDS:

**Sitting: 7-8 hr/day; Walking: 0 hr/day;
Standing: 1/2 hr/day; Bending/Reaching: 1/2
hr/day; Pushing/pulling: 0 hr/day; Physical
Effort: no lifting; Visual Effort: high;
Environmental Stress: busy atmosphere.**

QUALIFICATIONS:

- Previous related experience in the Hospitality Industry
- Good knowledge of hotel facilities and previous Property Manager (Opera) and Microsoft applications experience an asset
- Excellent command of the English language and able to compose basic written correspondence
- Professional telephone etiquette and excellent organizational, written and verbal communication skills
- Computer and typing skills, approximately 40 words per minute
- Able to work a flexible schedule
- Strong team player who is also able to work independently in a fast paced environment
- Must meet the minimum expectations of the Front of House Perceiver Interview