**Front Desk Clerk: Full Time (Seasonal) $17/Hr**

**THE LODGE:**

Come spend your summer living and working in beautiful Ucluelet, BC.

We are a family run business operating a 46 room lodge and 250ft marina in Ucluelet, BC. The Canadian Princess Lodge is the second biggest accommodator in town and located on the inner boat basin of Ucluelet.

Ucluelet is a seasonal summer tourist destination for surfing, wildlife, fishing, beaches etc. In the peak season from May-October the town is bustling and busy as ever with near 100% occupancy. Come November-April there is a sharp decline to about 0-15% occupancy. Long weekends are an exception with nearly 100% occupancy.

**THE JOB:**

As a Guest Service Agent with Canadian Princess Lodge, you will offer our guests first class service in a relaxed informal setting. Your warm, knowledge of our resort, facilities, and services will allow guests to feel at ease and create a memorable experience.

**DURATION**:

ASAP, Full time seasonal (June 2020-October 2020)

**ACCOMOATION:**

Staff accommodation is no longer available. All staff must have their own accommodation arranged or we may help with assisting them to find local accommodation available through town programs.

**ROLES & RESPONSIBILITIES:**

-Navigate a high volume of guest check-ins and check-outs

-Provide recommendations for restaurants and other tourism activities

-Coordinate with housekeeping staff to ensure seamless operation

-Maintain a tidy and inviting front desk and lobby area

-Book reservations via telephone and email

-Consistently offer professional, friendly and engaging service

-Provide guests with verbal or written information about the facilities, services, room types and rates, and local attractions

-Make room reservations following established procedures, using property management system

-Ensure revenue is maximized by up-selling guest rooms and recommending hotel facilities

-Handle guest arrivals and departures

-Handle guest keys, in room gifts and deliveries

-Knowledge of our online booking system

-Prepare bills, process payments, cash out and reconcile cash with total sales

**THE SUCCESSFUL APPLICANT:**

-Is reliable that takes pride in their work

-Is able to handle standing and moving for multiple hours at a time

-Experience is preferred but not mandatory

-A secondary school diploma is preferred

-Post-secondary training in tourism is advantageous

-Previous guest service experience

-Excellent communication skills required

-Professional appearance and attitude

-Excellent customer service skills

-Previous property management system experience is an asset

-Computer skills are also required; Word, Excel, Outlook

-Flexible, must be willing to work a variety of hours, including days, nights as well as weekends and holidays based on the business needs

WHAT’S IN THE OFFER:

-Very competitive hourly wage starts $17/hr. If reliable & competent wage re-negotiation is possible.

-End of season cash bonus + attendance bonus!

-Extremely affordable staff housing available, walking distance from the lodge

-Growth Opportunity, year round and management positions available

-Benefits available!

Due to the high volume of applications we will only be contacting those who will be considered for interviews.

Job Type: Full-time, Seasonal 30-40 Hrs per week

Contract length: 6 months

**SUBMIT YOUR APPLICATION:**

Please send your application to Michelle Se at [admin@canadianprincess.com](mailto:admin@canadianprincess.com). Please include a resume + CV. Also, include your current location and if you are not currently in Ucluelet, when is the soonest you would be able to relocate and if you would be needing staff housing.