



JOB DESCRIPTION

JOB TITLE: Guest Services Agent
DEPARTMENT: Hotel
REPORTS TO: A/General Manager Hotel

ABOUT US

South Beach Casino & Resort is a leading company in the gaming and entertainment industry. As a legendary award-winning world class resort, South Beach Casino & Resort offers a culture of gracious hospitality and comfort, featuring expansive food, beverage, and gaming offerings.

JOB SUMMARY

The Guest Services Agent is responsible for registering guests, assigning rooms, accommodating special requests, answering phones, receiving payment, while providing exceptional customer service. The Guest Services Agent supports and assists in the promotion and execution of all marketing initiatives for guests and patrons by delivering superior customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides exceptional customer service skills with personal service, dealing with complaints, guest inquiries, comments, and requests of all guests
- Carries out guest operations of registration, rooming lists, check-outs, and reservations
- Supports the Banquet department for overall customer satisfaction
- Assists with maintaining lobby, cafe and reservation area are always tidy, neat, and clean
- Updates and communicates with Supervisor and Manager on all key issues or concerns that effect overall customer satisfaction
- Stays up to date and current on trends, upcoming events in community, industry, and property
- Always ensures guest confidentiality
- Assists other departments as necessary or required while keeping other department heads informed of special guests, visitors, functions, events, or groups on property
- Practices Health & Safety guidelines
- Other duties as necessary in support of overall operations

QUALIFICATIONS AND REQUIREMENTS

As a Guest Services Agent you are usually the first point of contact within the Hotel for all guests and in most case the last point of contact as well; therefore, the delivery of superior customer service is always required. Ideally you have prior customer service or experience in guest services for a least one year. Additionally, some computer skills to efficiently operate rooming and accommodation management system are required.

PHYSICAL RESPONSIBILITIES

Physically you need to be able to bend, lift, move and operate equipment at various heights on a day-to-day basis. In addition, must be able to stand for long periods of time throughout the day.



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BENEFITS

- Competitive Salary
- Dental care
- Vision care
- Health care
- Employee assistance program
- Wellness program
- Pension Plan

HOW TO APPLY

Please send your Cover Letter & Resume the following:

- Apply online at <https://www.southbeachcasino.ca/careers/>
- Email at: hr@southbeachcasino.ca
- Fax: (204)766-2266
- Mail: PO BOX 777 Scantbury, MB R0E1W0
- In Person at the Hotel

The incumbent must obtain and maintain approval from the Liquor, Gaming and Cannabis Authority of Manitoba.

We seek diversity in our workplace. Indigenous Persons, Women, Visible minorities, and Persons with a disability are encouraged to self-declare on their resume and/or cover letter.

Thank you to all applicants, however only those selected for an interview will be contacted.