



Job Description – **Front Desk Agent**

Join our team! We are a 23 room boutique hotel with beautiful interiors throughout the property. Our rooms are a major draw for our hotel guests so attention to detail and a passion for your work are essential qualities for success in a career at Edson Hill.

- Arriving on time, dressed and groomed presentably
- Perform all check-in and check-out tasks
- Manage online and phone reservations for both the Inn and the Dining Room
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Walking guests to their room and giving them a tutorial on how items work
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Able to work flexible hours. Nights/ weekends/ holidays are required
- Acquire thorough knowledge of the premises and the nearby venues and businesses to make the most suitable recommendations for dining and activities
- Serving beverages to houseguests when the restaurant is closed. Partaking in a DLC course to be certified in pouring alcohol on property. Arrange events, excursions, transportation etc. upon request from hotel residents

***Edson Hill is truly a beloved setting for both staff and guests alike. Our employees take pride not only in their work, but in the beauty of the property and personalized experiences we strive to offer our guests. Our committed team has earned a Certificate of Excellence Award from Trip Advisor in 2016 and in 2017. We are looking for someone with similar passion and work ethic to join our team!*