

HOLLYHOCK

Position: Guest Representative

Reports to: Guest Services Manager

Start Date: April 2025

Hours and Location: Seasonal, full time hours on Cortes Island

Wage: \$23/hour to start

ABOUT THE ROLE

The Guest Representative is the first point of contact our guests have with Hollyhock. This position is tasked with providing outstanding service while performing the daily activities of the front desk. This includes the completion of guest check in & check out, taking reservations, answering phones and emails while handling various guest inquiries. The Registration department is the communication hub for guests, presenters and staff. Our guest representatives are personable, gracious, mature-minded, and resourceful; with top-notch communication and interpersonal skills. Their main priority is to support an enjoyable and memorable experience for our guests.

ABOUT YOU

You take great pleasure in providing service. You embody grace under pressure. You are meticulous, responsible, and detail-oriented. You bring upbeat and positive energy to your work. You are a clear and kind communicator. You are sensitive to guest needs and anticipate solutions before problems arise. You understand appropriate privacy and confidentiality for our guests and presenters.

KEY RESPONSIBILITIES

- Answer enquiries regarding Hollyhock services
 - Register guests by email, by telephone and in person
 - Conduct guest and room check-in and check-out
 - Take payment for Hollyhock services and reconcile daily cash reports
 - Communicate effectively with Housekeeping team
 - Ensure all guest needs are met including linen changes, directions and transportation
 - Assist guest transportation with golf cart and shuttle services
 - Provides information about the services available in the community and surrounding areas
 - Additional duties as assigned
-

HOLLYHOCK

QUALIFICATIONS

- Previous experience in customer service is an asset
 - Working knowledge of computers and software applications including proficiency in Google Apps and Office Suite
 - Excellent communication skills
 - Ability to respond calmly in busy situations, effective conflict management and decision-making skills
 - Strong organizational, administrative and time management skills
 - Cash handling experience is an asset
 - Ability to speak a second language is an asset
 - The successful candidate must be legally able to work in Canada and enjoy living in a remote setting
-