



# Here we grow again.

ADVANCE YOUR CAREER



NEW OPPORTUNITY

MasterBUILT® Hotels develops, builds, manages and invests in best-in-class limited service hotels across Canada. We live and breathe hotels... developing more than pretty much anyone else in North America. Being an industry leader means we are always in search of and investing in the development of talented people with a passion for delivering exceptional service, a desire to learn and grow, and a 'Get 'Er Done' attitude.

Microtel Inn & Suites by Wyndham is an all new construction, limited service hotel brand targeting the midscale segment of the market. Part of the Wyndham Hotel Group family of brands, Microtel has won the JD Power & Associates award for top guest satisfaction in its segment 12 of the past 13 years – an unprecedented achievement in any industry – and has consistently been rated #1 in its segment for RevPAR market penetration in the U.S. (based on STR data).

Within Canada, Microtel is the fastest growing new construction brand in the country with over 40 new hotels scheduled to open by 2018. Microtel's rapid growth is backed by the strength of MasterBUILT® Hotels' commitment to develop at least 75 Microtel hotels by 2036, making it one of the most dynamic new brands to ever enter the Canadian marketplace.

## NEW OPPORTUNITY: BREAKFAST HOST/HOSTESS Microtel Inn & Suites Kitimat, BC

Reporting to the Guest Services Manager, the **Breakfast Host/Hostess** will be responsible for maintaining the breakfast area to ensure guest comfort and enjoyment, as well as meeting 100% guest satisfaction guarantees, quality assurance standards and guest security and safety.

This position requires the ability to be flexible with hours of work, as shifts will include early mornings and weekends.

### RESPONSIBILITIES:

- Meet and greet guests
- Ensure the breakfast area is free of debris, and all equipment is in working order
- Maintain the satisfaction of all guests
- Enforce safety and security procedures of the hotel by key control, reporting suspicious activity or persons, and locking all storage areas
- Write maintenance notices for all equipment in need of attention, repair or replacement
- Display all food items in accordance to brand standards and in a manner that will ensure guest satisfaction
- Promote guest loyalty through actions, speech and mannerisms
- Provide or locates the answer to all guest inquiries
- Follow all vendor and supplier recommendations, and local codes, concerning food safety and handling
- Present her or himself in a professional manner
- Order of all supplies necessary for the efficient running of the breakfast bar
- Code all invoices to the appropriate general ledger code and submitted to General Manager for final sign off
- Other relevant duties as required



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#### QUALIFICATIONS:

- A High School Diploma or GED required
- 1-2 years of experience in a customer service-oriented role
- Previous Host/Hostess experience an asset
- Ability to lift and carry heavy objects up to 30 lbs.
- Ability to demonstrate being a team player
- Excellent customer service and interpersonal skills
- A fun, positive attitude with a sense of humour

#### MASTERBUILT OFFERS:

- A compensation package that provides incentives and rewards performance
- A flexible benefits package that supports various personal/family situations and work environments
- A rewarding corporate culture that fosters a positive team and family spirit
- A cooperative management team that is strategic and forward thinking
- A fast paced environment with opportunities for advancement

#### TO APPLY:

Please apply online at <https://masterbuiltsuperior.bamboohr.com/jobs/>. We thank all applicants for their submissions, but only those deemed qualified by our hiring manager will be contacted. No phone calls please.

Please note Labour Market Impact Assessment (LMIAs) are not supported for this position. Legal entitlement to work in Canada is required.

