

MasterBUILT® Hotels develops, builds, manages and invests in best-in-class, select service hotels across Canada. MasterBUILT lives and breathes hospitality, developing more ground up hotels than other company in North America. As a Gold Standard winner of Canada's Best Managed Companies, MasterBUILT believes in investing in the development of talented people with a passion for delivering exceptional results and a desire to learn and grow.

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 2025. 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: GUEST SERVICES ASSOCIATE / FRONT DESK AGENT

Microtel Inn & Suites Kitimat, BC

The **Guest Services Associate / Front Desk Agent** will work diligently to ensure the quality, cleanliness and service of the property are consistently maintained. He/she must be committed to the achievement of professional work standards and demonstrate a positive, proactive approach to empowered decision making in relation to guest care and contribution to room revenue.

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

RESPONSIBILITIES:

- Perform check-ins and checkouts, paying special attention to accuracy and detail
- Ensure each guest has received exceptional service
- Handle all guest requests in an expedient and professional manner. Ensure special requests are dealt with appropriately
- Positively respond to guest queries/complaints and requests, providing positive solutions and ensuring follow-up
- Provide guests with the necessary information that may include restaurant recommendations, driving directions, assistance to local services and transportation alternatives
- Operate the front desk equipment such as the reservation system, hotel switchboard, calculator, copier and key card machines
- Complete assigned tasks and paperwork as delegated by management team. This may include some accounting, basic data analysis and processing
- Maintain cleanliness of workspace
- Liaise proactively and continuously with the Housekeeping and Maintenance departments to ensure seamless operations and exceptional guest service

NEW OPPORTUNITY

QUALIFICATIONS:

Experience Required

- 1-2 years of experience in a customer service-oriented role
- Previous hospitality experience an asset
- Familiar with general office equipment such as photocopiers, scanners etc.

Mission Critical Competencies

- Ability to demonstrate being a team player
- Excellent customer service and interpersonal skills
- A fun, positive attitude with a sense of humour

Desired Education

- A High School Diploma or GED required

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/view.php?id=81>. 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.