



## **Evening Front Desk Agent**

**(3pm to 11pm)**

Schedule: evenings - Week, weekends and holidays

Permanent or part-time position

Salary: 16.10 \$ / Hour - Unionized position

**Under the supervision of the Reception Supervisor, the officer will be responsible for the following tasks:**

- Make the recordings during customer arrivals and departures
- Take reservations by phone or in person
- Prepare evening arrivals; check that the registration boxes are done, etc.
- Prepare bookings for groups: ensure billing is done and prepare the necessary keys
- Make room lists for groups
- Track e-mails for reservations
- Prepare daily customer keys with the registration form
- Etc.

### **REQUIREMENTS:**

- Bilingual;
- Relevant experience with customer service;
- College diploma in hotel management (asset);
- Ability to work with Hotello system (an asset).