

HI TORONTO IS LOOKING FOR A:

Front Desk Agent

Reports To : Assistant General Manager

Salary : \$14/hour + Commission

The Front Desk Agent is a key member of the Front Desk team responsible for the guest's first interaction with the hostel. Each guest that walks into HI Toronto will be welcomed and acknowledged with the Hostelling International culture of positive customer service. You are responsible for ensuring we provide the highest level of guest service and that our standards are met and maintained at all times. With a combination of a passion for the job and the right communication with other departments, you will also be responsible for managing reservations, answering inquiries about HI and its membership, as well as for the sale of tourist products. A Front Desk Agent must have a positive and professional upbeat personality with a desire to deliver outstanding customer service to our guests.

KEY RESPONSIBILITIES

- Engage each guest and provide excellent customer service.
- Perform accurate check ins and check outs of guests daily.
- Make accurate reservations over the phone, in person, via online reservation systems.
- Responsible for a cash float and inventory levels throughout the shift and ensuring all floats balance correctly at the end of the shift.
- Anticipate guests' needs, listen and address guests' complaints or concerns resolving the issue in a timely manner, in accordance with training and sound business decisions.
- Throughout knowledge of Hostelling International's locations
- Providing guests with useful and correct information about the city and its services.
- Proper telephone etiquette and ability to handle multiple calls.
- Learn and adhere to all fire and emergency procedures.
- Receive and organize the arrival of deliveries.
- Other duties as assigned by management.

WORKING CONDITIONS

- 8h shifts with a 30 minute unpaid break.
- Requires standing for the duration of the shift.
- Requires lifting and carrying heavy items.
- This work is often carried out in a busy environment.
- Required to work weekends and public holidays.
- Required to work morning, afternoon, and sometimes overnight shifts.

Please submit your resumes and cover letters to
scout.fewkes@hihostels.ca. Thank you!