

# THE WESTIN

RESORT & SPA  
WHISTLER

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Overnight Service Express Agent
<b>REPORTS TO:</b>	Overnight Guest Services Manager
<b>SUPERVISES:</b>	n/a
<b>UPDATED:</b>	March 2012

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### OVERVIEW:

The Overnight Service Express Agent is responsible to assist guest with check-ins and check-outs, to answer the telephones, respond to guest inquiries, provide In Room Dining options, and take In Room Dining orders.

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### MAJOR DUTIES & RESPONSIBILITIES:

- Provide prompt and efficient check in and out while adhering to Westin standards
- Up-sell rooms and suggest the use of outlets on our property
- Solicit qualified new members for the Starwood preferred guest program
- Provide various concierge services when concierge is unavailable
- Explain services and packages available within the hotel
- Follow basic accounting principles: collect, post, verify and be able to explain all charges on a guest's room account
- Process express check outs and delayed charges
- Control security measures by observing and reporting any unusual activities and potential problems
- Conduct business center activities such as photocopying, faxing, printing and occasional secretarial duties
- Handle all telephone calls while maintaining Westin's operating procedures
- Utilize knowledge of other departments to transfer calls efficiently and effectively to increase sales and customer satisfaction

## **MAJOR DUTIES & RESPONSIBILITIES CONT'D...**

- Maintain knowledge of In Room Dining menu and procedure and adhere to these procedures
  - Balance personal audit at the end of each shift
  - Follow basic accounting principles including all credit procedures
  - Use Microsoft Office, Galaxy and Lightspeed
  - Comply with WRS's Occupational Health and Safety Program and the Regulations of WorkSafeBC
  - Report any unsafe conditions, practices or injuries to their supervisor as soon as possible
  - Set a good safety example
  - All other duties as assigned
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## **SKILLS AND EXPERIENCE:**

- Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
  - Must be able to build and maintain credibility and relationships with customers (internal and external)
  - Ability to access, input, analyze and retrieve information from computers
  - Detailed knowledge of Whistler area and available services
  - Minimum of two years' experience in a customer service environment
  - Previous experience in a similar role in a similar size/type of property
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## **GENERAL REQUIREMENTS:**

- Must be able to work the overnight shift
  - You may be required to stand for an 8 hour shift
  - Occasional physical labour will be required to carry boxes of paper and other stock
  - Requires manual dexterity to use and operate all necessary equipment
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