

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE: Service Express Agent
REPORTS TO: Front Office Manager
SUPERVISES: n/a
UPDATED: March 2012

OVERVIEW:

The 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.

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...

- Troubleshoot deficiencies and assign maintenance tasks as needed
 - Assign guest request to appropriate associate/department
 - 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:

- 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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