



# THE LUND RESORT FRONT DESK AGENT

## TMSLP Vision

To be leaders in sustainable business in the region

## TMSLP Mission

To create responsible and profitable business enterprises

We are seeking Part-time **FRONT DESK** agents for the season. Responsibilities include registering guests, managing reservations and providing information about rooms, rates and amenities. If you have a knack for customer service and work experience in the hotel industry, we'd like to meet you.

## Job Duties

- Greet guests and assign rooms; respond to queries courteously as required.
- Manage online and telephone reservations and register guests in and out of the Hotel.
- Processes bills and collect payments; as well as verifying credit card information.
- Count and verify cash, maintain shift activity and distribute keys etc.
- Respond to telephone, e-mail, and in-person inquiries from clients, business partners, and other parties.
- Respond to client complaints in a timely and professional manner.
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully furnished to accommodate guests' needs
- Manage all mail, including courier services, and other correspondence.
- Other duties as assigned to support Lund Resort operations.

## Requirements

- High School Diploma, G.E.D. or equivalent
- Hotel management preferred, or equivalent experience an asset.
- Experience in all aspects of customer service and people management.
- Strong working knowledge of hospitality industry principles, practices, and techniques.
- Able to communicate effectively and quickly, both verbally and in writing.
- Proficient with hotel software, Microsoft office, email and web-based programs.
- Follow company policies and procedures; ensure professional appearance.
- Maintain confidentiality of proprietary information; protect company assets.
- Driver's License and vehicle an asset.

Wage: \$21/hour

Applications can be submitted to [jobs@tmslp.ca](mailto:jobs@tmslp.ca) attention  
Braden Smith/CEO

**DEADLINE FOR SUBMISSIONS: *Until the position is filled***

*Thank you for your interest in this position, only those candidates selected for  
an interview will be contacted.*