



**Sheraton**  
RED DEER HOTEL

## Employment Opportunity

***WE BELIEVE IN THE POWER OF COLLECTIVE, BECAUSE WE ARE BETTER TOGETHER.***

***Located in the heart of Central Alberta, the Sheraton Red Deer Hotel is the ideal place to start your career in hospitality while providing excellent and personalized service to our guests while working within a positive team environment.***

We are currently looking for a professional, energetic and passionate customer focused individual to fill the position of **Guest Services Agent**.

Under the guidance of the Guest Services Manager, the **Guest Services Agent** will be responsible for ensuring our guests receive the highest level of guest service and that hotel standards are met and maintained at all times.

With a passion for a career, combined with excellent communication with other departments, the right candidate will have the ability and empowerment to make our guests stay more than memorable.

### **Key responsibilities:**

Based on job description includes but is not limited to:

- Check guests in and out of the hotel; answer inquiries; arrange guest transportation.
- Ensure all Sheraton standards for Guests Services agent are being met and exceeded.
- Computes bills, collects payment and makes change for guests.
- Count and verify cash, shift activity, keys, gift certificates, and wireless internet cards with departing shift.
- Print updated in-house, arrival, departure, and room status reports.
- Check telephone interfaces throughout shift; Check all unresolved departures.
- Review service requests for arrivals; Complete welcome calls.
- Refer all inquiries to the appropriate individuals, divisions, or departments across the organization.
- Take and record telephone, e-mail, or written message for in house guests.
- Observe and report any security issues to the Front Desk Supervisor.
- Administer and manage inbound/outbound mail, including priority post, packages, courier services, and other correspondence.

### **Qualifications & Experience:**

- 1-2 years of related experience preferred.
- Experience in all aspects of customer service.
- Ability to analyze and interpret the needs of clients and offer the appropriate options, solutions, and resolutions.
- Exceptional conflict resolution, negotiation, and objection handling skills.
- Able to respond quickly in a dynamic and changing environment.
- Able to build and maintain lasting relationships with corporate departments, key business partners, and customers.
- Able to effectively communicate both verbally and in writing.
- Required to provide an updated Police Information Check.
- Must be fluent in English, both written and oral.

**Hours of Work:** The hours of work for this position will vary depending on operational requirements, but will include day, evening and weekend shifts.

The Sheraton Red Deer is an equal opportunity employer and encourages individuals interested in this position to submit a cover letter and resume to [rgavhure@sheratonreddeer.com](mailto:rgavhure@sheratonreddeer.com) . Please ensure the name of the position is included in the subject line. This position will remain open until a suitable candidate is found.

***We appreciate and consider all applications; however, only candidates selected for interviews will be contacted.***

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