



Guest Services Partner

Job Description

Brookstreet Hotel is redefining the hospitality experience in Ottawa! This luxury hotel is located in the heart of Ottawa's high tech community and is guaranteed to offer unique experiences for clients and employees alike. Are you ready to break the bonds of typical chain-affiliated hotel regimes and drive innovation in your area of expertise?

This is an exciting opportunity for a creative professional who is interested in collaborating along side a distinctively different hospitality team. Our new team member would be Sensational Service Focused and passionate about exceeding our guests expectations.

Your opportunities to shine are endless as you take ownership for the following responsibilities:

Responsibilities:

- Maintains a high level of professionalism in all aspects of job performance.
- Seeks feedback on Guest satisfaction and resolves problems in accordance with Brookstreet Hotel statement of principles and philosophy of partner empowerment.
- Maximizes rooms' revenue through liaising with Reservations to maintain continual rate and room inventory integrity.
- Stays abreast of arrival reports and VIPS's to ensure all special requirements are met or exceeded
- Knows all emergency procedures and general crisis situation management, including fire and emergency procedures.
- Implements and maintains Guest Service standards.
- Effectively maximizes inventory levels during high occupancy/sold out nights.
- Consistently demonstrates a commitment to personal Guest Service excellence and profitably through special duties as assigned.
- Upholds the highest standard of internal and external customer service at all times.

Minimum Requirements:

- Minimum 2 years' previous experience in Front Office operations.
- University degree or College diploma in Hotel Management an asset.
- Knowledge of computerized Front Office systems required with emphasis in Visual One an asset.
- Proficiency in Microsoft Word and Excel.
- Must have cash/float handling experience.
- Must be able to work shift work, including weekends and holidays.
- Strong Guest service orientation and training skills background required.
- Excellent written and verbal communication skills required.
- Highly organized, results-oriented with the ability to be flexible and work well under pressure.