

GUEST SERVICES ASSOCIATE

Student Residences - Summer Jobs



Hours: Full-time, 30-40 hours per week
Salary: \$17.65 per hour + Accommodations
Training Dates: May 1 – May 3, 2024
Contract Date Range: May 1 – August 23, 2024

Job Description:

Student Residences and Ancillary Operations hires students each year to run a summer hotel operation out of Memorial University's residences for conference groups, sports teams, and individual travelers. These staff report to the Guest Accommodations Coordinator.

The Guest Services Associate will provide support, assistance, and administrative duties in the following areas for the duration of the guest season, early May through late August. Shifts will be scheduled during the day, evening, and overnight and will include weekends. Successful candidates will receive approximately 30-40 hours of work per week and be provided with accommodations as a taxable benefit in residence for the duration of employment.

GUEST SERVICES:

Function as a front desk agent performing check-in and check-out procedures. Receive, cancel, and modify room reservations. Supply guests with directions, travel information, and other information such as available services and points of interest. Call taxis or provide information on the bus system. Receive and mark baggage by completing and attaching claim checks. Assist guests with booking tours. Reply to electronic correspondences and ensure that voicemail messages are cleared regularly. Organize, tidy, and restock the front desk and reception area. Review and print arrival/departure and other reports. Provide exceptional guest service by answering inquiries and resolving any arising issues. Process wake-up calls. Respond to and report incidents or occurrences. Assist security staff in emergencies as required.

ADMINISTRATIVE:

Input bookings from online sources and allocate rooms. Calculate and apply charges to accounts. Receive and record payments. Balance cash and complete balance sheets, cash reports, and related forms. Submit maintenance requests for needed repairs.

ACCOMMODATION PREPARATION:

Input rooming lists, prepare keys and access cards. Create packages for groups and arrivals

REPORTING:

Check front desk accounting records for accuracy and, daily, summarize and compile information for the operation's financial records. Complete nightly and weekly deposits. Track room revenue, occupancy percentages, and run reports on other operating statistics. Conduct audits on room keys, access cards, laundry cards, and parking permits, and follow up on missing items. Review upcoming bookings, adjust room inventory, and check financial reservation statements from online booking sites for accuracy. Determine daily and weekly numbers for breakfast service. Document, record, and report emergencies, damages, and facility issues as well as any inappropriate behavior by guests.

Job Requirements:

Successful candidates must be currently studying at Memorial or another post-secondary institution, or be provisionally accepted into Memorial for the next immediate academic semester. Students must be in good academic standing. Students must have been registered full-time in the Winter semester and have the intention of returning to full-time studies in the Fall semester. Students must not be registered full-time for Intersession,

Summer session, or Spring semester. Students may take courses part-time only if it does not interfere with their work schedule.

Candidates must possess a high degree of knowledge of Memorial's St. John's campus, our facilities, and our services. Work experience in hospitality, conferences, and events, business and/or accounting, or similar experience that provides the necessary transferrable skills is an asset. English proficiency required, multilingualism preferred.

Candidates will be highly motivated, have a strong customer-service orientation, and have a demonstrated desire to exceed customer expectations. Specialized software programs and reporting require someone proficient in basic computer skills such as Microsoft Office (all programs). Experience handling cash is an asset. An entrepreneurial spirit and a desire to be an ambassador for Memorial University coupled with strong administrative and organizational skills and attention to detail round out the qualifications.

Remuneration:

Successful candidates will receive \$17.65 per hour, to be paid biweekly in alignment with Memorial University's payroll schedule. In lieu of vacation, employees are paid 4% vacation pay.

Hours of Work:

Rotating Morning, Evening, and Overnight Shifts, varying lengths of 8-12 hours.

How to Apply:

Submit a cover letter, resume, and two references.

Applications must be received by NOON, Monday, January 22, 2024

Online: Student Residences Portal
<https://www.mun.ca/stay/student-jobs/>
Proceed using your MUN Login

We thank all candidates for their interest; however, only those candidates selected for interviews will be contacted. Interviews will be conducted the week beginning Monday, February 5, 2024.