



Internship

Guest Service Agent / Bell & Shuttle

Position Description

This Internship is a "combination role" of Guest Service Agent for the Opening of the Season and then Bell/Shuttle for the final months of the season. See below for the requirements, roles and responsibilities of each position halves that make up this full-time seasonal position.

As an Internship/Co-op, it will be included in the exclusive **Fox Harb'r Intern/Co-op 2022 Program** with the following related opportunities for continued growth and skill development:

- A mentor from the management team will be assigned to this candidate to ensure bi-monthly check ins as the successful candidate works toward understanding their responsibilities and the adoption of management traits and styles in dealing with staff both younger and older and from all walks of life.
- Attendance at a minimum of 4 of the Leaders' weekly meeting with the Executive Committee
- An assigned meeting with the President of Fox Harb'r, to discuss the successful candidate's career aspirations.
- Attendance at a minimum of 4 "learning workshop" Fox Harb'r holds for Interns/Co-op Students throughout the season. Various workshop titles will be covered i.e., Providing Feedback; Supervisory Challenges to Overcome; Understanding Hotel Finances; etc. etc.
- A member of the Health & Safety Committee.

Reports to: Front Office Director/Supervisors

Employment: Seasonal, Full-time; May – October (May to July 31 – GSA; Aug. 1 to Oct. 7 – Bell/Shuttle)

Scope

Areas of responsibility include, but are not limited to the following:

As a **Guest Service Agent (May to July 31):**

- Welcome guests to Fox Harb'r and ensure they receive a sense of warmth and hospitality every time they deal with Guest Services either by phone or in person.
- Greet and register Resort guests in a courteous and efficient manner within Fox Harb'r Resort's guidelines for cashiering.
- Collect and receipt of payment from guests upon check out in a courteous and efficient manner within Fox Harb'r Resort's guidelines for cashiering
- Communicate all special amenity requirements, priority cleaning assignments and changes in room status and late checkouts to Housekeeping Department and the Bell Persons.
- Provide impeccable guest service through continuous communication with the Bell Persons for luggage, courtesy transportation and other guest needs.
- Accept, confirm, modify or cancel reservations.
- Accept and relay all room service orders.
- Be fully knowledgeable on all resort rates, packages and events.
- Provide information to our guests on all the services Fox Harb'r Resort provides (Golf, Spa, Food & Beverage, marina etc.)
- Perform any other guest service duties as required, (deliveries to guests, handling of complaints).
- Accept and communicate guest aviation information.
- Take immediate and positive action within the guidelines provided in the event of emergency alarm or situation of any nature. Responsible for the full knowledge of fire and safety procedures.
- Maintain the proper inventory of front desk supplies.
- Completion of closing tasks such as, balancing at end of shift, checklist of completed duties, entering pertinent information into logbook and passing on information to the next shift.
- Execute all reasonable additional assignments determined by Supervisor or Management Personnel.
- Be a member of the Fox Harb'r Guest Services Team, remember at all times we are here not only to serve our guests but also to exceed their expectations.

As a **Bell Person/Shuttle Driver (Aug 1 to Oct. 7):**

- Carry out all Bell Person responsibilities in accordance with Fox Harb'r procedures.
- Provide impeccable guest service through continuous communication with the Guest Service and Housekeeping departments.
- Greet all resort guests and assist with their luggage and show them to their accommodations.
- Perform any other guest service duties as required (shuttling of guests around the Resort property, deliveries to guests, handling of complaints etc.)
- Room Service - set up of trays, delivery and follows through to delivery, in accordance with Fox Harb'r procedures.
- Maintain the general appearance of the Clubhouse, Spa building and exterior surroundings by tidying continuously.
- Assist Food & Beverage in the set up and breakdown of events as requested.
- Maintain daily logbook of guest activities and requests.
- Maintain delivery logbook.
- Delivery of internal and external mail from Clubhouse to Hanger building.
- Delivery of newspapers to guests and members.
- Take immediate and positive action within the guidelines provided in the event of emergency alarm or situation of any nature. Responsible for the full knowledge of fire and safety procedures.
- Adhere to Company policies and procedures.
- Execute all reasonable additional assignments determined by Supervisor or Management Personnel.
- Be a member of the Fox Harb'r Guest Services Team, remember at all times we are here not only to serve our guests but also to exceed their expectations.

Qualifications

1. 1st, 2nd year or graduating Intern/Co-op Studies student of a post secondary institution.
2. Computer and typing skills with knowledge of Word, Excel and Microsoft Outlook
3. Possess excellent oral and written communication skills, professional telephone manner and presentation.
4. Valid driver's license free of any serious demerit points.
5. A professional appearance and attitude.
6. Must demonstrate friendly, professional and proactive Guest Service skills.
7. Must be willing and able to work nights, weekends and holidays and be physically capable of meeting the demands of the position.