

Guest Service Agent

Join our team at Brentwood Bay Resort.

About us.

Brentwood Bay Resort is a luxury boutique property that is unlike any other hotel or resort in the Greater Victoria area. We believe in doing more than serving delicious meals, providing relaxing spa treatments, and welcoming guests to our beautiful oceanfront suites. We believe in providing a truly special guest experience and supporting our team members to discover their unique contribution and empower them to deliver it!

About the job.

This Position sets and maintains the service standard in every interaction. This position is known as a “book end” role, meaning that the individual in this role begins and ends all guest experiences at the resort. When prospective guests contact the resort, this role is “the architect of experience” - using their ability to read needs + desires that are both implicitly and explicitly communicated.

This role greets and orients guests with impeccable social grace and, upon conclusion of a visit, demonstrates a keen willingness to listen to guests in an empathetic manner to make sense of things when they did not go as expected. The individual in this role understands that they are offering the gift of a genuine presence + emotional as well as intelligent problem solving.

About you.

- A professional, warm + joy-filled being
- An openness to life + a graceful presence
- Confidence + calmness in every interaction - people feel like they're in capable hands with you
- A love for knowing and sharing "the good stuff" - pairing information and guest preferences in concierge capacity
- Excellent + resourceful decision-making skills paired with a love of checking in on the little things that you know make the difference
- Contagious self-esteem making you exceptionally kind with healthy boundaries.
- At least 2 years of progressive customer service experience
- Previous front desk or concierge experience an asset but not required
- Proficient in Microsoft Office and previous experience with Opera an asset
- Own/have access to reliable transportation
- A willingness to work overnights to cover vacation time and sick days when required
- Physically fit and able to stand for long periods of time
- Serving It Right certification

What we offer.

- A competitive hourly rate. \$20.00 to \$22.00 based on experience.
- An employee benefits plans that include dental, extended healthcare, travel insurance, life insurance, and accidental death and dismemberment insurance

Employee perks that include:

- *50% off at the Brentwood Bay Pub*
- *50% off at the Arbutus Room*
- *50% off Spa Treatments at the Brentwood Bay Spa*
- *FREE paddle sport rentals at the Brentwood Bay Marina*
- *Friends and Family discounts on hotel rooms*
- Employee referral program (cash bonus 'for successful candidates)
- Personal and professional development opportunities
- A beautiful location and work setting
- A team that is focused on mindfulness in work and life
- A place you actually want to come to work

How to apply?

Please send your cover letter and resume to Josh Norman, Human Resources Manager at hr@brentwoodbayresort.com. Let us know what position you are applying for by using "Guest Service Agent" as the subject line.