



Located on the beautiful shore of the Bras d'or Lakes, Dundee Resort and Golf Club offers 61 guest rooms and suites and 20 cottages, each with a one and a two-bedroom unit. An 18-hole golf course, indoor and outdoor pool, and a lakeside recreation center with watersport equipment.

At our resort we believe strongly in employee satisfaction, we believe that hard work and fun can go hand in hand.

Position: Guest Service Agent

Employee Benefits:

- Eligible for loyalty bonus (end of season)
- Complimentary golf
- Complimentary use of water sport equipment (kayaks/paddle boards/pedal boats)
- 50% off meals in our restaurants
- Friends and Family rates for guest rooms available
- Employee events

The Job Responsibilities

- Assist guests with the check-in/check-out process by taking payments, accommodating any special requests or requirements
- Handle any guest issues or inquires in a timely manner, always remaining positive
- Assist with the assignment of rooms and telephone reservations
- Work closely with the Housekeeping and Maintenance departments to ensure guests receive the best possible experience
- Provide guests with resort information and assist with information on the local area and attractions
- Maintain the highest level of customer service and always remain professional
- Performing other related duties and assignments as assigned

Experience/Skills

- Professional and outgoing personality
- Able to work under pressure and tight deadlines
- Must speak, understand and write fluently in English
- Excellent interpersonal and communication skills, both written and verbal
- Demonstrate ability with applications such as Microsoft Office and other computer applications
- Previous experience with Hotel Property Management System an asset

Working in Hospitality

It is a very rewarding career, but positions in hospitality will require working outside the normal work week and may include working weekends and holidays. Flexibility is required as weekly schedules and regular days off may require changes due to business levels.

Hourly Rate of pay starting at

\$14.25 per hour

To apply, please email resume to vstackhouse@dundeesort.com