



*The Sutton Place Hotel*

## **JOB DESCRIPTION**

### **GUEST SERVICE AGENT (PART TIME) – THE SUTTON PLACE HOTEL, TORONTO**

Immerse yourself in the European elegance and charm of The Sutton Place Hotel, located in the heart of Toronto, just minutes from financial and fashionable shopping districts, major attractions, and world-class entertainment venues.

We are looking for a dynamic, independent and well organized individual with a positive attitude and a proven track record of quality decision making.

**Takes Direction from:** Guest Service Manager/Assistant Front Office Managers

#### **Duties and Responsibilities:**

1. Maintain an inventory of vacancies, reservations and room assignments.
2. Greet guests upon arrival.
3. Register arriving guests and assign rooms ensuring all necessary details are obtained.
4. Answer enquiries regarding hotel services and registration by letter, by telephone and in person, provide information about services available in the community and respond to guests' complaints
5. Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems
6. Present statements of charges to departing guests and receive payment.
7. And all other duties as required.

#### **Key Competencies:**

1. Exceptional guest services skills
2. Strong communication and organizational skills
3. Ability to work in a fast paced environment and able to multi-task
4. Diploma/Degree in Hotel Management (or working towards)
5. Previous front office experience is an asset
6. Knowledge of Opera is an asset
7. Ability to work in a team environment
8. Flexible work schedule (must be available to work nights, weekends and holidays)

We thank all applicants for their interest in The Sutton Place Hotel; however only those selected for an interview will be contacted.

#### **Please Mail, Email or Fax your resume to:**

The Sutton Place Hotel - Toronto  
Attention: Human Resources  
955 Bay Street, Toronto, Ontario M5S 2A2

FAX: 416-324-5629 Email: [careers@suttonplace.com](mailto:careers@suttonplace.com)

The Sutton Place Hotel is committed to Employment Equity within the organization and encourages qualified women, Aboriginal persons, persons with disabilities and visible minority group members to apply.