



The Sutton Place Hotel

JOB DESCRIPTION

SWITCHBOARD OPERATOR (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:

Front Office Manager, Assistant Front Office Manager, Director of Rooms

Duties and Responsibilities:

1. Test/report faulty lines/equipment.
2. Accurate wake-up logging/executing.
3. Use standard company terminology.
4. Answer calls within 4 rings.
5. Paging guests for telephone calls.
6. Direct calls to relevant and correct department.
7. Maintain neat and tidy work place.
8. All other duties as assigned.

Key Competencies:

1. Able to communicate clearly both verbally & written in English.
2. Familiarise with emergency procedure.
3. Ability to operate communication equipment.
4. Computer literate.
5. Knowledge of specialist services.
6. Knowledge of hotel services/promotions
7. Company policy and procedure.
8. Geographic knowledge.

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

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.