

JOB DESCRIPTION

JOB DESCRIPTION: TOUR GUEST SERVICES ASSOCIATE (TGSA)

RESPONSIBILITIES:

Liaising with Tour Group arrival coordination, Front Office, Catering and Reservations:

- Work closely together with Group Reservations Coordinator (GRC) and Conference Services Manager (CSM) to ensure seamless execution within each department affected by the group
- Pre-Organizing and liaise with GRC and CSM before group arrival, checking the group file for accuracy and pre-planning information. BEO's are gone over with GRC/CSM prior to arrival day, along with any other special requests.
- Own & manage the tour process for Front Office, pre-organizing days before and day of tour check-in. Rooming list updates, room assignments, key packets, HSKP'g arrival & departure times, Meal BEO's and F&B information, arrival/departure coordination with Bell Services and Door Services. TGSA will ensure the tour check-in process runs smoothly and efficiently and be the key person at the front office for greeting the tour upon check-in and confirming that all aspects of arrival are fulfilled and tour leader is informed of hotel information.
 - Key packets for all group rooms – highlighting VIP clients with vouchers and any other special amenities in the room. Flexibility with last minute changes and adhering to arrival standards.
 - Key contact person – pre-arrival and day of for tours, communicate with the tour leader for arrival time, key pick up, etc. if needed. Arrange wake up times and anticipate needs of the client. Ensure rooms are up to clients' standard
 - Acts as main hotel contact for the tour leaders or tour company to follow up on rooming list, meal schedule, group arrival time and credit payment.
- Must be Flexible with working weekend dates and hours depending on the tour schedule. Scheduling will be 8 hour shifts between 7am – midnight.
- Front Office Managers will assume all tour & group responsibilities on the off days of the TGSA
- Flexibility to work at both properties, Wall Centre Downtown & Wall Centre Richmond if needed.
- This position physically works at the front desk and reverts to Guest Service Associate in the event that tours are not arriving and organization of incoming future tours isn't required. This is at the discretion of the front desk manager.
- Attendance at all scheduled training sessions and meetings as required.
- Participate in emergency procedures.
- Other duties assigned by Front Office Managers.
- Position reports to the Front Desk Manager.

QUALIFICATIONS:

- **Previous Front Office experience required.**
- Must be able to speak, read, write and understand English. Requires good communication skills both written and verbal.
- Second language is an asset.
- Must possess basic computer skills and knowledge.
- Must be able to stand and exert well-paced ability for up to 4 hours in length.
- Must be able to exert well-paced ability to reach other departments of the hotel on a timely basis.
- Must be able to lift up to 15 lbs. occasionally.
- Ability to spend extended lengths of time viewing a computer screen.

HOW TO APPLY:

Please submit your internal application form and resume to Human Resources. Internal application forms must be signed by your current leader.

Initials: