

join our team.

Brentwood Bay Lodge is Victoria's only five star oceanfront resort. Luxury boutique hotel accommodation in thirty-three perfectly appointed OceanSuites. Casual seaside dining in the Brentwood SeaGrille & Pub featuring a tasty selection of the regions freshest seafood and Vancouver Island favorites. The tranquil Spa - Essence of Life with a unique westcoast perspective. Your gateway to world-class shopping, attractions and adventure.

mission statement.

Brentwood Bay Lodge is committed to operate an aesthetically interesting and environmentally responsible oceanfront resort with elegant and discerning service. In a supportive team approach dedicated to personal development, we will honour and respect our guests, our team and ourselves in this world-class destination.

Team members of Brentwood Bay Lodge are appreciated with

- competitive wages
- career advancement
- opportunities for health plan benefits
- on-site training and continued education programs
- discounts from many services including rooms, spa, cuisine and eco-adventures
- and many other incentives

job title: guest service agent

job summary:

The qualified individual will maintain day-to-day operations of the Guest Services including check guests in and out of lodge, assist guests with luggage, providing guest information, escorts guest around the lodge, cash handling, switchboard operation, reservations and guest security.

job description:

- Ensure that five star standards of service are adhered to at all times.
- Anticipate and follow up on guest's needs in advance, based on availability of information and proactively resolve their concerns.
- Fulfill guest requests before during and after their stay.
- Answering telephone inquiries and transfer to appropriate departments.
- Master Resort Suite PMS, SPA, and Retail systems for the front end (i.e. reservations, sales transactions, etc).
- Creates reservations and guest accounts accurately and promptly.
- Maintain guest accounts: posting charges, master accounts, vouchers, gift certificates, etc.
- Correct errors and discrepancies on guest accounts and resolves guest complaints in a professional and courteous manner.
- Ensure that all guest concerns are communicated to the Front Desk Manager.
- Communicate with all departments regularly to ensure that guests' special requests are met.
- Effectively coordinate relocation of guests when necessary.
- Review new packages and room rates regularly with the Front Desk Manager.
- Ensure that the Front Desk, bell closet, and lobby are clean, neat and organized.
- Place attention on lobby activity and maintain a sense of control, coordination and calm.
- Recognize opportunities that may exist to reduce costs in all aspects of the Guest Services department.
- Utilize existing ordering programs for Guest Services products and equipment, sales supplies, paper and bag products, and other items used by the department.
- Work closely with other departments to ensure a smooth resort operation.
- Responsible for all other duties as stated by management.
- Review memos and communication logs daily.
- Ensure that hours are recorded accurately on payroll time sheets.
- Impeccable personal grooming and a professional demeanor is required, maintaining proper uniform with nametag.
- Keep a positive attitude at all times and promote your department.
- Maintain and participate in staff meetings and training programs for staff to meet resort standards.
- Ensure one is fully cognizant and knowledgeable in fire and safety procedures.
- Abide by the Employment Standards Act and be familiar with the Employee Handbook.



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job requirements

- Serving It Right certificate
- Minimum 1 year experience in a pub, restaurant, or hotel
- Knowledge of all the basic wine types and varietals as well as proper wine pour service
- POS experience
- Command of the English language, both written and oral
- Flexible schedule
- Outstanding organizational, time management, and interpersonal skills
- Work well independently and in a team environment with minimum supervision
- An interest in working in a dynamic and rapidly changing and busy environment



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