



**Ahous Business Corporation
Lone Cone Campground and Hostel**



Seasonal Receptionist

Position:

This is a pivotal role for our organization being the first point of contact and impression for guests and visitors alike. You will greet all incoming guests, help direct them to the appropriate individual, service and information. You will be answering phones and responding to emails in a fast-paced environment and re-directing calls to respective departments. The ideal candidate has excellent communication and multitasking skills, a positive attitude and a strong work ethic.

Responsibilities:

- Greet and welcome guests warmly and make sure they are comfortable.
- Book reservations for individuals, families and groups as required.
- Be familiar with all Hostel and Campground services/features and local attractions/activities to respond to guest inquires accurately.
- Anticipate guests' needs, address complaints and respond promptly.
- Keep front desk tidy and presentable with all necessary material (pens, permits, paper etc.)
- Daily cleaning activities such as sweeping, mopping, dusting and disposal of trash.
- Sorting and distributing mail (freight, MSS, Chah Chum etc.)
- Issue passes (parking/water taxi) and direct to appropriate location.
- Facilitate positive and effective communication between Lone Cone Host and Ahous Hakoom.
- Exceed guests' expectations by anticipating the services they may require and suggesting local venues.
- Maintain a high level of performance with minimal supervision.
- Assisting colleagues with administrative tasks.

Knowledge and Experience:

- Previous guest service experience
- Problem solving, strong communication and people skills
- Organizational and multi-tasking abilities
- Time management and prioritization skills
- Professional appearance and attitude
- Team player, reliable and dependable
- Computer skills are also required; Word, Excel, Outlook
- Proficient in English (oral and written)

To apply:

Qualified applicants can submit resume to info@mhssahousaht.ca. Only those selected for interviews will be contacted.