



MUIR Hotel : Guest Service Attendant

Located in the absolute centre of downtown in the vibrant Halifax waterfront, in the heart of the Queen's Marque district, MUIR offers elevated hospitality inspired by the spirit, culture and natural beauty of Nova Scotia. In each of our departments, our team shares a common goal – providing an exceptional customer experience in a clean, comfortable environment. If you are passionate about a career in hospitality and want to join a team that shares this common goal, the MUIR is presently seeking **Guest Service Attendant at Front Desk**.

Reporting to the Front Office Manager, with dotted line to Guest Experience Manager, the Guest Service Agent is the welcoming face of Muir, and a crucial part of the primary contact team providing an ultra-Luxury service. Objective is to know the guest and create memorable experiences. Within Halifax and Nova Scotia, they must know and support those who support the concierge function; tour companies, theatre, restaurants, travel companies etc.

Shifts: Vary in their start and end time and can change due to the needs of our guests. A mixture of days, evenings, holidays and weekend shifts.

What you will be doing as a Guest Service Attendant:

- Greet guests and receives car keys;
- Assists with baggage delivery and storage;
- Drives guest vehicles to the parking lot;
- Retrieves vehicles for the guest when requested;
- Retrieves items from vehicles for the guest when requested;
- Ensures safe keeping and accurate tracking of guest vehicles and vehicle keys;
- Assists Front Office with the delivery of some office work/ mailing of customer bills/ escorting Guests to their room;
- Assists with the delivery and retrieval of guest luggage;
- Acts as a guide to tourists and hotel guests ensuring knowledge of hotel features and information (e.g., dining, events, amenities, etc.);
- Conducts duties in a courteous, safe and efficient manner, in accordance with hotel policies and procedures, ensuring that the highest level of service and communication are maintained;
- Actively promotes a considerate work environment, which cares for guests and associates alike;
- Reports any unusual and suspicious behaviour of guests or staff;
- Performs any other pertinent duties that may be assigned to them;
- Uses all operational systems to provide an anticipatory and star service;
- Such other related duties and responsibilities as may be required from time to time.

Your experience and skills include:



- High School Education;
- Patience, discretion, confidentiality and courtesy are essential;
- Clean driver's abstract and valid Nova Scotian (or Canadian) driver's license;
- Clean police record;
- Excellent driving and parking skills;
- Excellent customer service skills;
- Courtesy and attention to detail;
- Ability to write clearly and concisely;
- Excellent communication abilities (English is mandatory, a relevant second language an asset);
- Direct traffic and maintain order in often congested environments;
- Physically able to stand for an entire shift;
- Able to work any shift that is assigned by the Leadership Team;
- Knowledge of Halifax area, familiarity with location, neighbourhood, and local attractions including restaurants, bars, and nightlife is a plus;
- Excellent people skills and the ability to interact with all guests and owners, internal and external, effectively with tact and diplomacy while maintaining discretion;
- True desire to satisfy the needs of guests in a fast-paced environment;
- Ability to suggest a wide variety of suggestions for guest entertainment.

Your team and working environment:

- Fast-paced Five Star Luxury Collection Hotel;
- Awarded Four Stars in the prestigious Forbes Travel Guide Star Awards;
- Located in the heart of the vibrant Halifax waterfront, minutes away from the Dartmouth ferry terminal;
- A team of like-minded hospitality professionals that share a passion for service;
- Back of house experience that puts employees first.

Employee Benefits:

- Eligible for \$500 signing bonus upon completion of probationary period
- Evening shift premiums
- Eligible for shift premiums based on hotel capacity
- Access to our employee development/education reimbursement program
- Company scholarship program for employees and family members
- Flexible work schedule
- One earned day off every two months based on attendance
- 50% reimbursement of monthly transit pass
- Access to our gym and fitness facilities
- Shoe allowance of \$100 per year



- Uniform dry cleaning
- Comprehensive Extended, Health, and Dental benefits
- Opportunity to Participate in the Employer sponsored retirement savings program
- Access to Marriott employee travel benefits
- Access to Employee Assistance Program
- Employee centric back of house experience

Our commitment to Diversity & Inclusion: We are an inclusive company and our ambition is to attract, recruit, and promote diverse talent.

APPLY TODAY: For more information on the opportunities at the MUIR Hotel, please visit www.muirhotel.com. Please apply online or send your resume to recruitment@armourgroup.com. Please note that, while we thank all applicants for applying, only those selected for an interview will be contacted.