



Guest Experience Ambassador (Front Office)

Located in the absolute centre of downtown in the vibrant Halifax waterfront, in the heart of the new 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 a **Guest Experience Ambassador**.

Employee Benefits:

- Eligible for \$500 signing bonus upon completion of probationary period.
- Payment for on call shifts even when you are not called in.
- Evening shift premiums.
- Eligible for shift premiums based on our self-inspection program.
- 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.
- Eligible for the annual company bonus program.
- Comprehensive Extended, Health, and Dental benefits.
- Opportunity to Participate in the Employer sponsored retirement savings program.
- Access to Marriott employee travel benefits.
- Employee centric back of house experience.

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:

Reporting to the Front Office Manager, with dotted line to Guest Experience Manager, the Guest Experience Ambassador is the welcoming face of **Muir**, and a crucial part of the primary contact team that addresses guests needs while 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.

The Guest Experience Ambassador is responsible for ensuring that the check-in/check-out of **Muir** guests is done courteously and efficiently, processing all payments according to established requirements and following most elevated service standards. The Guest Experience Ambassador handles all guest interactions with the highest level of hospitality and professionalism, accommodating special requests. The Guest Experience Ambassador;

- Prepares for guest arrival by co-ordinating with the CORE, Front Office, and Housekeeping departments
- Provides outstanding customer service to all guests, owners, and visitors of the hotel in a friendly, proactive and efficient manner with appropriate follow-up as necessary
- Aware of special owner VIP relationships within the local Nova Scotian community
- Builds an extensive knowledge base of local area restaurants, shops, attractions, transportation options, and airport
- Maintains a positive and professional relationship with all vendors and merchants
- Holds and delivers correspondence to the front desk for guests prior to arrival
- Act as an ambassador to the hotel and ensure that guests are receiving an unparalleled guest experience
- Input and access guest data in computer (PMS), making reservations, check-in and check-out guests as needed and develop and update the guest history, collecting preferences
- Be aware of the status of the availability of rooms at the hotel on any given day to ensure revenue is maximized
- Listen and respond to guest inquiries with a focus on guests' needs, remaining calm and courteous
- Work with the required computer systems, such as Lightspeed, Marriott guest response & recognition system
- Be familiar with Marriott Bonvoy Guest Loyalty program

Your experience and skills include:

- 1 to 2 years of luxury hotel or other service experience preferred
- Familiarity with location, neighbourhood, and local attractions including restaurants, bars, and nightlife is a plus
- Working knowledge of office software, point-of-sale, and phone systems an asset
- Strong verbal and written communication skills
- Strong follow through skills
- 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 new build luxury hotel

- 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

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 or send your resume to HR@MuirHotel.com