



## **CORE Agent (Reservations)**

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 **CORE Agent**.

### **Employee Benefits:**

- Eligible for \$500 signing bonus upon completion of probationary period.
- 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.
- She 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.
- 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 Reservations Manger, the CORE Agent is an analytical self-motivator who responds to communications from guests, travel agents, and referral networks concerning incoming reservations. The CORE Agent supports Muir's Revenue Department by creating and maintaining reservation records listing, preparing letters of confirmation, and promptly processes any cancellations and modifications. Working closely with the Front Office team, the CORE Agent ensure that all incoming reservations have the appropriate information recorded to ensure a smooth arrival and departure experience for guests.

The CORE agent is also the main liaison for all phone interactions for Guests prior to arrival, during their stay and post-departure if needed. The CORE agent is responsible for dispatching all Guests requests and preferences to the rest of the operations in order to provide a seamless experience to our Guests.

Ownership, great organizational skills and excellent communication skills are key element to the success of this role. You will;

- Process reservations by mail, telephone, e-mail, GDS or central reservation systems referral, sales office, other hotel departments, and travel agents
- Remain intimately familiar with all types of rooms available, their location, and layout
- Know the selling status, rates, and benefits of all packages plans
- Link all reservations with guest history system and Marriott BonVoy loyalty program
- Process reservation information, cancellations, and modifications, and promptly relay information to the front desk
- Understand the hotel's policy on guaranteed reservations and no-shows
- Monitor advances deposit requirements, and process advance deposits on reservations
- Cooperate with Concierge in making advance arrangements for client travel programs
- Open and close the availability as and when required of hotel in all the GDS channels, IDS channels and on the hotel website
- Assist in the building and maintenance of all group room blocks as directed by Sales
- Assist in the general recording of commissions paid to travel agents

**Your experience and skills include:**

- Previous hotel-related experience desired
- High school graduate or equivalent required
- Experience in Hotel software and their functionalities preferred
- Excellent time management, planning, and organizational skills are a must
- Knowledge of Halifax area and available services a must
- Excellent verbal and written communication skills – English a must; a second applicable language an asset
- Positive and can-do attitude
- Patience and strong active listening skills
- Effective complaint handling

**Your Team and working environment:**

- Fast-paced luxury hotel
- Located in the heart of the vibrant Halifax waterfront, minutes away from the 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](http://www.muirhotel.com) or send your resume to [HR@MuirHotel.com](mailto:HR@MuirHotel.com)