



Guest Services Agent (Valet/Bell)

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 a **Guest Services 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.
- 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.
- Access to Employee Assistance Program.
- 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:

An ambassador for the **Muir** brand, the Guest Services Agent is responsible for the timely arrival and departure Experience of our Guests. Following all required luxury standards to provide an anticipatory service. Handling Valet parking, Guest's luggage delivery and retrieval of Guest cars, delivering service with professionalism and a Guest focus. The Guest Services Agent will also provide assistance for any Guests activities provided with amenities from Muir and Queen's Marque (Canoe, Bikes etc.) The Guest

Services Agent is the very first and last impression of our hotel and is a key role in the overall stay of our Guests.

- Receives car keys
- Assists with baggage delivery and storage
- Drives guest vehicles to the parking lot
- Retrieves 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

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

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