



**Resort:** Lake Louise  
**Position:** Front Desk Clerk  
**Reporting to:** Duty Manager

**Objective:** To offer customers high quality prompt service with professionalism, poise and enthusiasm.

**Responsibilities:**

- Welcome customers and register them
- Assign rooms and issue room keys or cards
- Provide information about services available in the hotel and in the community
- Verify customers' credit and establish how the customer will pay for the accommodation
- Promote and sell guest rooms.
- Keep an inventory of rooms reservations and room assignments.
- Respond to reservation enquiries.
- Answer telephones and take messages.
- Handle guest mail.
- Record guest comments.
- Deal with customer complaints or refer dissatisfied customers to a manager.

**When guests check out, desk clerks:**

- Review accounts with them
- Receive payment for accounts
- Balance cash accounts
- Advise housekeeping which rooms have been vacated and are ready for cleaning.

In small hotels, desk clerks may also have secretarial responsibilities on the night shift; desk clerks assume the duties of night auditor / night security.

**Requirements:**

- Pleasant, tactful and patient
- Able to communicate well with a wide variety of people
- Able to sell the services of their establishment
- Committed to service.
- Must be at least 18 years of age
- Should have a working knowledge of the hospitality industry
- Must have good Customer Service skills
- Must have good organizational skills
- Must be well groomed
- Successful desk clerks enjoy dealing with people, taking a methodical approach to compiling information, and operating computerized and manual systems.

**Qualifications:**

- High school certificate /diploma

**Other Notes:**

- Location: West Louise Lodge
- Employment period: mid May – mid September
- Wages: CAN\$8.00 per hour
- Subsidized accommodation: Available
- Working hours: 10 hrs a day, 4 days on, 3 days off
- Bonus and various discounts available through all RCR resorts

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