Vintage Hotels is currently seeking part-time and full-time reservations agents to join our growing team!

Situated in the heart of Niagara, this is a great opportunity to gain valuable experience within our collection of luxury hotels.

**Please note, Successful candidates will need to have evening and weekend availability. **

What you'll be doing:

- Providing personalized and exceptional Guest service at every given opportunity.
- Answers the telephone, takes reservations, referring calls to the appropriate person/departments as necessary.
- Responds to Guest concerns and makes reservations for accommodations, spa, dining and theatre tickets.
- Performs accounting duties related to credit card approvals for reservations and daily cash reports as needed.
- Performs sales functions, processes expectancy reports, in-house daily lists, group rooming lists and occupancy reports.
- Process spa bookings and packages as required.
- Process forms and assist in booking purchase gift letters and donations.
- Processes mass mail outs for brochures, promotions, confirmation letters and special occasions for Lais Hotel Properties Limited.
- Respond to Guest complaints, requests and referrals as necessary.
- Reserve services/ amenities in conjunction with other packages being purchased.

What you'll bring to the team:

- Basic computer and keyboarding skills including Microsoft Office.
- Previous up-selling and/or sales experience is considered an asset.
- Reliable transportation.
- Ability to work in office (Please note that this role is 100% office based.)
- Ability to work evening and weekend shifts as needed.

What's in it for you:

- Career advancement opportunities
- Free Meals
- A tenured team to support your learning and development
- Benefits & RRSP Matching
- Profit Sharing
- Company wide discounts on hotel stays, restaurant visits, and spa services
- Company social events and monthly team building experiences

While we encourage all interested candidates to apply for immediate consideration, only those selected for an interview will be contacted.

Accommodations can be made throughout the recruitment process upon request.