

FINDING WORK



BEST WESTERN WAINWRIGHT INN & SUITES

The Company

Best Western Wainwright Inn & Suites is a brand new hotel that opened in Wainwright in August of 2009. All Best Western® Hotels are independently owned and operated and provide the highest quality of guest care.

The Best Western Wainwright Inn & Suites is committed to providing the best in customer service and accommodations at an affordable rate. This pet-friendly hotel is situated near many businesses and area attractions - perfect for any traveler. Hotel guests are close to the Wainwright Museum, Wainwright Rail Park and Train Tressel. Favorite local events include the Wainwright Stampede, held annually the third and fourth weekends in June.

The hotel offers spaciouly appointed guest rooms and suites, each complete with a microwave, refrigerator, cable television and free high-speed Internet access. Guests will receive a complimentary deluxe continental breakfast each morning. Additional amenities at this Alberta hotel include an indoor swimming pool, hot tub, fitness center, business center and guest laundry.

The Work

Potential job opportunities at Best Western Wainwright Inn & Suites include:

- Housekeeping
- Guest Service Agent
- Night Auditors



The Ideal Candidate

The ideal candidate should have the following attributes:

- Ability to communicate with the public, hotel staff, and management in a friendly and professional manner
- Be able to work different shifts as and when required
- Ability to work a flexible schedule, including weekends and holidays
- Be a team player
- Be a hard worker



Training

One-on-one training is provided to all staff. WHMIS course will be given for all staff.

Housekeeping Attendant

Housekeeping attendants report to the General Manager/Executive Housekeeper. Room attendants clean and prepare guest rooms and public areas by meeting established standards of cleanliness and propriety to assure guest satisfaction and maximize revenues.

Responsibilities include:

- Maintain the hotel rooms and building to ensure a safe and clean experience for hotel guests, associates and vendors
- Clean and wipe windows, doors, walls, closets and fixtures in rooms, public areas, and hallways
- Maintain a friendly, cheerful, and courteous demeanor at all times
- Perform other duties as assigned

Qualifications:

- Basic knowledge of all cleaning principles, use of cleaning products, and operation of standard cleaning equipment

Guest Services Agent (Front Desk Clerk)

Guest Services Agent represents the hotel to the guest throughout all stages of the guest's stay by working with all hotel personnel to ensure every guest experiences superior customer care.

Responsibilities include:

- Maintain an inventory of vacancies, reservations and room assignments
- Register arriving guests and assigning rooms
- Answer inquiries
- Provide information about services available in the community
- Present statements of charges to departing guests and process payment transactions
- Coordinate room status updates with the housekeeping department
- Maintain a high level of professional appearance and demeanor
- Perform other duties as assigned

Qualifications:

- Previous hotel experience preferred
- Ability to communicate with public, hotel staff, and management in a professional manner
- Knowledge of surrounding areas and local events
- Ability to understand and adhere to proper credit, cheque cashing, and cash handling policies and procedures
- Ability to learn safety, emergency, and accident prevention policies and procedures
- Skilled in the use of front office equipment
- Knowledge of proper telephone etiquette

Night Auditor

Audit balances to provide accurate and timely financial information on the hotel's operational performance for the day.

Responsibilities include:

- Check front office accounting records for accuracy and compile information for the hotel's financial records following the Audit Checklist
- Track room revenues, occupancy percentages, and other front office operating statistics
- Prepare summary of cash, cheque, and credit card activities
- Verify all account postings and balances
- Summarize results of operations and prepare reports for management
- Perform other duties as assigned

Qualifications

- High school diploma or equivalent
- Previous hotel experience preferred
- Ability to understand principles of auditing, balancing, and closing out accounts
- Ability to communicate with public, hotel staff, and management in a professional manner
- Ability to understand and adhere to proper credit and cash handling policies and procedures

Hours of Work, Salary & Benefits

All staff must be available to work a flexible schedule, including weekends and holidays. Shift schedules are as follows:

Front Desk 7:00 a.m. to 3:00 p.m.
3:00 p.m. to 11:00 p.m.
Night Auditor 11:00 p.m. to 7:00 a.m.

Guest Service Agents Must be able to work days, nights, weekends and holidays.

Vacation and holiday pay are paid according to the *Labour Standards Act of Alberta*.

Wainwright Inn & Suites provides a benefit package after three months of employment.

How to Apply

All employment opportunities are advertised in the community newspapers, or at the Alberta Employment and Immigration job board in the Provincial Building.

Interested applicants are encouraged to drop off their resumes in person to:

Lana Morgan
General Manager
Best Western Wainwright Inn & Suites
1209 27th Street
Wainwright, AB T9W 0A2

Tel: 780 845-9934
Fax: 780 842-3672
E-mail: gm@bestwesternwainwright.com

Please note:

Applications for Front Desk positions will be reviewed by Stephanie LaPointe, Front Office Manager.

Applications for Housekeeping positions will be reviewed by Lora Lee Lamb, Housekeeping Manager.

References checks will be made after an interview takes place.

For more information about Best Western® hotels visit www.BestWestern.com.

