



<https://lebellevue.ca/job/inn-keeper/>

Inn Keeper

Description

Le Bellevue modern lodge is a 5-bedroom lodge located in Wakefield, in the Outaouais region. Built on the rock, on the edge of the charming village of Wakefield, Le Bellevue modern lodge offers a unique experience in the middle of the nature. With its magnificent view of the horizon, the Bellevue offers guests an unparalleled place to relax and sleep peacefully.

Le Bellevue is looking for a bilingual manager who will be able to manage reservations and payments, greet customers, manage social media platforms and coordinate the housekeeping team.

This person must be passionate about nature and customer service, in order to provide customers a peaceful nature experience. We offer a part-time position for a minimum of 20 hours per week for a period of 3 months. The number of hours is subject to increase up to 35 hours per week during the busiest periods. The person must be available to work during the weekends. Salary is negotiable based on experience, and a bonus may be granted depending on goal achievement.

Responsibilities

Reservations management

- Manage the main booking platform Sirvoy
- Manage notifications from external booking platforms (Booking.com, Expedia, AirBnB, Trip Advisor)
- Answer the phone
- Respond to emails
- Plan and send communications to customers (phone call, email, text messages)
- Target and plan customer needs
- Build specifications for Le Bellevue

Payment management

- Manage manual payment on external booking systems (Expedia + Booking.com)
- Verify customer banking information for the payment
- Make payment for customers who have not prepaid

Customer support

Job Location

3 Chemin des Bois-Francis, J0X 3G0, Wakefield, Québec, Canada

Employment Type

Part-time to Full-time

Beginning of employment

As soon as possible

Date posted

March 5, 2020

Valid through

01.07.2020

- Welcome the groups staying at Le Bellevue
- Respond to customer needs
- Maintain landscaping, roads and entrance access to Le Bellevue
- Suggest improvements and replace broken or defective equipment

Social media management

- Establish a calendar of publications according to the seasons and events in the region
- Manage social media (Facebook, Instagram)
- Take photos and archive them for later use

Management of the housekeeping team

- Plan the schedules of the housekeeping team
- Perform quality control of room cleaning
- Buy the missing material
- Support the tasks of the housekeeping team when needed

Qualifications

Skills and qualifications

- Two years or more of relevant professional experience
- Excellent communication skills in French and English, both written and oral
- Great interest in nature and the environment
- Exceptional customer service skills
- Good knowledge of online booking systems
- Sense of initiative, motivation and autonomy
- Proficiency in the Office suite and social media
- Ability to greet customers to Le Bellevue in Wakefield
- Hold a valid driver's license