

GUEST SERVICES ASSOCIATE

Student Residences - Summer Jobs



Hours:	Full-time, 30-40 hours per week
Salary:	\$18.25 per hour
Training Dates:	May 1 – 7, 2025
Contract Date Range:	May 1 – August 31, 2025

Job Description:

Every summer, Memorial University transforms its residences into a vibrant hotel operation, providing an exceptional opportunity for students to gain hands-on experience in hospitality. As part of our team, you'll work under the guidance of the Coordinator, Guest Accommodations, ensuring top-notch service for conference groups, sports teams, school groups and individual travelers. August 2025, St. John's will proudly host the Canada Summer Games, welcoming 4800+ athletes, coaches and managers to campus. Memorial University Residences will become the bustling Games Village. This prestigious event is a once-in-a-lifetime opportunity for our student staff, offering a unique chance to showcase your skills and dedication.

As a member of our team, you will:

- Be an ambassador for our city and province, sharing the best of what Newfoundland and Labrador has to offer.
- Provide exceptional service to guests and athletes, ensuring their stay is memorable.
- Gain valuable experience in hospitality, customer service, and teamwork.
- Inspire and strengthen the youth of our country through your dedication and hard work.

This is more than just a job; it's an opportunity to be part of something special, to grow personally and professionally, and to make a lasting impact. Join us and be a part of the excitement!

The Guest Services Associate will:

- Provide support and assistance to guests
- Perform administrative duties
- Prepare for the arrival of guests by preparing key cards and inputting rooming lists

Employees will work May through late August. Shifts will be scheduled during the day, evening, and overnight and will include weekends. Successful candidates will receive approximately 30-40 hours of work per week.

GUEST SERVICES:

Function as a front desk agent performing check-in and check-out procedures. Receive, cancel, and modify room reservations. Supply guests with directions, travel information, and other information such as available services and points of interest. Call taxis or provide information on the bus system. Receive and mark baggage by completing and attaching claim checks. Assist guests with booking tours. Reply to electronic correspondences and ensure that voicemail messages are cleared regularly. Organize, tidy, and restock the front desk and reception area. Review and print arrival/departure and other reports. Provide exceptional guest service by answering enquiries and resolving any arising issues. Process wake-up calls. Respond to and report incidents or occurrences. Assist security staff in emergencies as required.

ADMINISTRATIVE:

Input reservations and allocate rooms. Calculate and apply charges to accounts. Receive and record payments. Balance cash and complete balance sheets, cash reports, and related forms. Submit maintenance requests for needed repairs.

ACCOMMODATION PREPARATION:

Input rooming lists, prepare keys and access cards. Create packages for groups and arrivals

REPORTING:

Check front desk accounting records for accuracy and, daily, summarize and compile information for the operation's financial records. Complete shift and daily deposits. Track room revenue, occupancy percentages, and run reports on other operating statistics. Conduct audits on room keys, access cards, laundry cards, and parking permits, and follow up on missing items. Review upcoming bookings, adjust room inventory, and check financial reservation statements from online booking sites for accuracy. Determine daily and weekly numbers for breakfast service. Document, record, and report emergencies, damages, and facility issues as well as any inappropriate behavior by guests.

CANADA SUMMER GAMES:

In August, during the Canada Summer Games, your duties may differ from your regular responsibilities from May to July. These may include providing general information to Games Village residents about Memorial University and local tourism, assisting with key and campus card services, handling cleaning and repair requests, completing room inspections, organizing storage rooms and inventorying items.

Job Requirements:

Successful candidates must be currently studying at Memorial or another post-secondary institution or be provisionally accepted into Memorial for the next immediate academic semester. Students must be in good academic standing. Students must have been registered full-time in the Winter semester and have the intention of returning to full-time studies in the Fall semester. Students must not be registered full-time for Intersession, Summer session, or Spring semester. Students may take courses part-time only if it does not interfere with their work schedule.

Candidates must possess a high degree of knowledge of Memorial's St. John's campus, our facilities, and our services. Work experience in hospitality, conferences, and events, business and/or accounting, or similar experience that provides the necessary transferrable skills is an asset. English proficiency required; multilingualism preferred.

Candidates will be highly motivated, have a strong customer-service orientation, and have a demonstrated desire to exceed customer expectations. Specialized software programs and reporting require someone proficient in basic computer skills such as Microsoft Office (all programs). Experience handling cash is an asset. An entrepreneurial spirit and a desire to be an ambassador for Memorial University coupled with strong administrative and organizational skills and attention to detail round out the qualifications.

Remuneration:

Successful candidates will receive \$18.25 per hour, to be paid biweekly in alignment with Memorial University's payroll schedule. In lieu of vacation, employees are paid 4% vacation pay.

Hours of Work:

Rotating Morning, Evening, and Overnight Shifts, varying lengths of 8-12 hours.
Hours of work are subject to change in August, due to Canada Summer Games.

How to Apply:

Submit a cover letter, resume, and two references.

Applications must be received by NOON, Friday, January 31, 2025

Online: Student Residences Portal
<https://www.mun.ca/stay/student-jobs/>
Proceed using your MUN Login

We thank all candidates for their interest; however, only those candidates selected for interviews will be contacted. Interviews will be conducted the week beginning Monday, February 24, 2025.

All qualified candidates are encouraged to apply; however, preference will be given to applicants who are legally entitled to work in Canada. Memorial University is committed to employment equity and diversity and encourages applications from all qualified candidates, including women, people of any sexual orientation, gender identity, or gender expression; Indigenous peoples; visible minorities and racialized people; and people with disabilities.