



You are Driven.
You are Passionate.
Join Our Team!

DelSuites Inc

GUEST SERVICES SPECIALIST

Location: Head Office & various properties throughout the GTA
DelSuites.com

Who We Are:

As part of the Tridel Group of Companies, DelSuites has become the largest furnished accommodation provider in Toronto since 1998 with over 400 fully-furnished accommodations across the GTA.

Our Guest Services Process:

We want to make an impact on our clients, to work alongside them to help achieve their outcomes and be part of their success. Our purpose is "to provide accommodation solutions to our clients through our branded product and the highest level of customer service that results in trust and repeat business from our clients and a remarkable, memorable experience for guests."

Available Position – Full-Time, Permanent

Job Functions: Customer Service/Management

Salary: \$45,000 + Annual Bonus + Car/Gas Allowance

You are qualified because you have:

- ▶ An incredibly friendly, customer centric personality with an entrepreneurial and resourceful approach to work.
- ▶ Knowledge of customer service/hospitality principles and practices or at least 2 full years of employment in a hotel, hospitality, customer service environment.
- ▶ Ability to work well in a fast paced environment with minimal supervision.
- ▶ Proven track record of delivering excellent customer service.
- ▶ Exceptional communication skills.
- ▶ Detail-oriented and professional attitude.
- ▶ Resourceful, motivated and show initiative.
- ▶ Access to a vehicle and have a valid Ontario Driver's License.

Guest Services Specialists at DelSuites are responsible for servicing our guests, suite owners and Sales Team.

The **Guest Services Specialist** develops a positive client experience by understanding and responding to our guests professionally and accurately. As the primary point of contact for our guests, you provide exemplary customer service and recognize opportunities to proactively position DelSuites' services to meet and exceed our guests needs.

The ideal candidate is highly motivated, well-organized and has a deep understanding of excellent customer service, building relationships with clients while providing the highest quality of service to our clients/guests consistent with DelSuites Inc. Standard Policies & Procedures.

Core Responsibilities:

- ▶ Promptly respond to and follow up on guest queries/concerns.
- ▶ In Suite/Building Orientations for newly arrived guests.
- ▶ Suite inspections – ensure DelSuites brand standards are maintained, identify issues and report repairs.
- ▶ Work with Sales Team to help fulfill client's accommodation requirements.
- ▶ Work closely with Maintenance/Housekeeping Team - implement new initiatives, training, tasking, updating client profiles.
- ▶ Setting up new suites/moving out of suites – coordinate inspections/trades/cancel services/elevators.
- ▶ Purchasing suite supplies, fulfilling guests requests, including groceries.
- ▶ Budget – contribute and adhere to budget spending.
- ▶ Contribute to and attend team meetings.
- ▶ Ensure locker areas are neat and accessible, inventory up to date.
- ▶ SMART Goals – set and complete goals annually.
- ▶ Ensure all information in suites is accurate and up to date.
- ▶ Invoice Management – ensure invoices are received, are accurate, and allocated to proper accounts.
- ▶ On-Call duty several times per year.

Who we are looking for: We're all about people at DelSuites.

We are all stakeholders and we recognize the roles each and every one play and our collective impact on the success of the company. Our culture is based on respect, integrity and excellence, and you fit right in because you value the same.

To apply, submit your resume and cover letter in confidence to: recruiting@delsuites.com.

DelSuites is an equal opportunity employer. While we appreciate all applications, only qualified candidates will be contacted.