

Position:	Front Desk Agent
COMPANY:	Best Western Plus Lacombe Inn & Suites
LOCATION:	Lacombe
HOURS:	Part-Time, Permanent; Afternoon Shift: 3:00 – 11:00 pm plus 2 Night Audit shifts per week
SALARY:	Competitive wage, excellent benefits, RRSP program, and employee discounts
REQUIREMENTS:	<ul style="list-style-type: none"> • Dynamic individual: energetic, engaging, organized, flexible with time, and passionate about delivering superior customer service • Must be available for stated shifts • Strong customer service skills • Able to communicate clearly in English (verbally/written) • Hospitality management Diploma or similar is an asset • Hotel experience preferred; willing to train the right individual • Strong problem-solving and decision-making abilities • Ability to multitask and remain calm under pressure • Positive attitude with a “Can Do” spirit • Working knowledge of MS Office • Comfortable working with databases and hotel software • Professional appearance and attitude • Willing to learn Night Audit procedures • Ability to lift kg to 25 kg
DUTIES:	<ul style="list-style-type: none"> • Work rotating schedules, including weekdays, weekends, mornings, evenings, holidays, and Night Audit • Provide guest services; register guests, assign rooms • Take, change, & cancel reservations, process phone calls • Provide information about hotel facilities, local attractions, and community services • Arrange services for guests with special needs, secure guests’ valuables, and process wake-up calls • Store and retrieve luggage • Investigate and resolve guest concerns and complaints • Process departures/calculate charges/receive payments • Communicate room status updates and special guest information to other departments • Ensure smooth communication during shift changes • Balance cash/complete balance sheets and cash reports • Maintain occupancy statistics • Follow hotel emergency and safety procedures • Process take-out and online orders for hotel outlets
POSTING DATE:	May 14, 2026
CLOSING DATE:	Open until filled
HOW TO APPLY:	Submit resume and cover letter to Sam or Meagan In Person: 4751 – 63 Street, Lacombe