

The BRUCE *Hotel*

Front Desk Clerk (Entry Level) - The Bruce Hotel

Location: Stratford, Ontario

Job Type: Full-time / Part-time

Are you a warm, professional, and service-oriented individual? The Bruce Hotel is looking for a dedicated **Entry Level Front Desk Clerk** to join our team. If you thrive in a luxury hospitality environment and love providing exceptional guest experiences, we would love to hear from you!

About Us

We take immense pride in being a CAA/AAA Five Diamond Hotel nestled in the picturesque town of Stratford, Ontario. Our unwavering commitment to excellence extends to our celebration of the arts and culture thriving in our community, ensuring that every guest's experience with us is truly unforgettable. It's important to note that we are one of only four hotels in the country to achieve a Five Diamond rating, and the sole boutique hotel to hold this esteemed distinction. We are committed to maintaining this high standard and continuing to be a beacon of excellence in the hospitality industry.

About The Role

As a Front Desk Clerk, you will be the first point of contact for our guests, ensuring a welcoming and seamless experience from check-in to check-out. You will assist with various guest services, making their stay at The Bruce Hotel truly memorable.

Key Responsibilities

- Greeting and welcome guests with warmth and professionalism
- Answer phone inquiries and handle reservations
- Assist guests with check-in and check-out procedures
- Provide information about hotel amenities and local attractions
- Arrange transportation and provide directions as needed
- Assist with luggage and other guest requests
- Perform other duties as required to support hotel operations

The BRUCE Hotel

What We're Looking For

Job Requirements:

- Professional, articulate, and punctual with a friendly demeanor
- Ability to work flexible hours, including days, nights, weekends, and holidays
- Comfortable standing/walking for extended periods and able to lift 50+ pounds
- Knowledge of Stratford's theatres, shops, and restaurants (or willingness to learn)
- Professional appearance suitable for a luxury hotel

Skills & Attitude:

- Strong multitasking ability and attention to detail
- Tech-savvy and comfortable using computers
- Ability to work well in a team environment
- Creative problem-solving skills to enhance guest experiences
- Excellent service attitude with a passion for hospitality
- Strong communication skills with a patient and helpful approach
- Ability to remain calm and efficient under pressure
- High ethical standards, honesty, and integrity

Why Join The Bruce Hotel?

- Work in a prestigious luxury hotel environment
- Be part of a supportive and professional team
- Offering Employee Subsidized Housing
- Opportunities for growth and learning through *The Bruce Hotel Academy*
- Competitive wages and employee perks

If you're passionate about hospitality and creating exceptional guest experiences, apply today to join **The Bruce Hotel's** Front Desk team!

How to Apply:

Please submit your resume and cover letter to HR@thebruce.ca or apply in person at The Bruce Hotel. We look forward to welcoming you to our team!