



Great Guest Services Agent



Hotel Zed Victoria is currently looking for a Guest Services Agent to join our dynamic, totally unique, and rebellious team.

Why Us

Working at Hotel Zed is different than working anywhere else. And that is a really good thing. Being a family owned business, we treat our staff like one of our own... (except without the inheritance). So, if you enjoy having fun at work (and doing a great job at the same time!), bring a healthy dose of humour to your job (we draw the line at super soaker spray guns!) and have a can-do, flexible attitude (if you like rigid rules and policies – go work in a bank!) come join the Hotel Zed family!

At Hotel Zed we care about our staff. We are a family run business and we care about you like you're family. Sure, a lot of places say they care about their staff... Here's how we show it:

- Two scholarship programs; one for you and one for your family
- Two free room nights a year at any of our properties
- Treat days and monthly & yearly bonus
- Benefit Plan, including Extended Health, Dental and more after 6 months
- Employee Family Assistance Program
- Peer Recognition Program

What You Do

As a Great Guest Services Agent, you are the first impression our guests will experience. You are genuinely interested in others and show it with a friendly smile and warm enthusiastic welcome. You quickly check in our guests, support and assist them with any needs they have during their stay, and accurately settle their account when they leave.

You are the nerve center of our hotel operations. You own the lobby. You work in a hectic, fast-paced lobby and face new challenges every day with a steady hand on the helm. You check in and check out our guests, make and modify reservations, provide hotel operator and concierge services, troubleshoot guest requests, maintain and stock the lobby, and continuously relay important room and guest information to other team members.

What You Need

- Fun loving nature
- Easy conversationalist
- Extra-sensory perception to how others are feeling
- Tech-savvy systems expertise



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- Multi tasker who doesn't crack under pressure
- An eagle eye for details
- Sleuth like problem solving skills
- Happy to be on your feet all day
- Front desk experience preferred