



Job Title: Guest House – Front Desk Associate

Job Overview:

We are seeking a highly motivated and customer-oriented individual to join our team as a Front Desk Associate. As the first point of contact for guests, the Front Desk Associate plays a crucial role in ensuring a positive and memorable experience for all visitors. The ideal candidate will possess excellent communication skills, exceptional organizational abilities, and a friendly demeanor to provide exceptional customer service.

Responsibilities:

Guest Services:

- Greet and welcome guests upon arrival with a warm and professional attitude.
- Check-in and check-out guests efficiently, ensuring accurate information and timely processing.
- Provide information about Guest House facilities, services, and local attractions to enhance guests' overall experience.

Reservation Management:

- Handle room reservations, cancellations, and modifications promptly and accurately.
- Maintain a comprehensive understanding of room types, rates, and availability.

Communication:

- Answer phone calls and email communication, respond to inquiries, and handle guest requests with professionalism.
- Relay messages and provide assistance to guests in a timely manner.

Payment Processing:

- Collect and process payments from guests, ensuring accuracy and confidentiality.
- Handle cash transactions and maintain a balanced cash drawer at all times.

Customer Assistance:

- Address and resolve guest concerns and complaints in a timely and efficient manner.
- Coordinate with other departments to fulfill guest requests and ensure a seamless experience.

Administrative Tasks:

- Maintain accurate records of guest information, reservations, and transactions.
- Assist with administrative tasks such as filing, data entry, and report generation.



- Provide general office assistance to administrative teams working in the Burrowing Owl office (e.g. coordinate couriers, order office supplies, update voice mail messages, etc.)

Team Collaboration:

- Collaborate with other winery staff to ensure smooth operations and a positive working environment.
- Communicate effectively with housekeeping, maintenance, Sonora Room, Wine Shop, and management teams.

Qualifications:

- High school diploma or equivalent; college degree in hospitality or related field is a plus.
- Previous experience in customer service or hospitality preferred.
- Proficient in computer systems, including reservation and hotel management software.
- Strong communication skills, both verbal and written.
- Excellent organizational and multitasking abilities.
- Ability to remain calm and composed in high-pressure situations.
- Friendly and professional demeanor with a focus on guest satisfaction.

This Front Desk Associate position offers a fantastic opportunity to join a dynamic hospitality team in the BC wine industry. If you are a dedicated and service-oriented individual, we invite you to apply and contribute to creating memorable experiences for our guests.

[About Burrowing Owl Vineyards Ltd.](#)

We strive to provide a warm and welcoming employment experience for all staff. We believe in work-life balance and ensuring staff have the training, support, and opportunities for growth to reach their full potential. Burrowing Owl Vineyards is owned and operated by the Wyse family, and we operate based on the following:

Our Mission Statement

To create premium quality wine and hospitality experiences that enhance social connections for our customers and co-workers alike while caring for the environment, its inhabitants, and our surrounding ecosystems.

Our Core Values

- We care deeply about creating the finest quality products and services we can.
- We monitor the environmental impact of our actions and strive to reduce our footprint daily.
- We enjoy contributing to our guests' and co-workers' life experiences and aim to enhance their social connections.



- We have fun and look forward to going to work each day.
- We believe in and actualize the family values of kindness, honesty, mutual respect, responsibility, accountability, compassion, and flexibility.
- We are passionate about building and sustaining an inclusive and equitable environment for all customers and employees.
- We are resourceful, curious, and hardworking team players.

Employment benefits for staff in all departments

- Competitive wages with gratuities in some departments
- Staff discounts in the Wine Shop, Sonora Room and Guest House
- Annual and seasonal employee social functions
- End-of-season wine bonus
- Excellent work environment
- Employee housing is available for some roles

Burrowing Owl Vineyards Ltd. is an equal opportunity employer and ensures Diversity, Equity, and Inclusion in our hiring practices.

To apply for this position, please email your resume to: [**employment@burrowingowlwine.ca**](mailto:employment@burrowingowlwine.ca)

Ph: 1-877-498-0620 (long distance) or 250-498-0620 (local)

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