

Job ID:ST475MD (AD)  
Job Posted: March 9, 2020  
Job Closes: April 17, 2020



To  
the  
**JOURNEY**

Over 122+ countries.  
More than 400,000+ associates.  
Where will your journey take you?

[MARRIOTT.COM/CAREERS](https://www.marriott.com/careers)

FIND YOUR WORLD™

As the world's largest travel company, Marriott International offers unmatched career opportunities and a culture that empowers associates to succeed on their personal journey.

The St. Thomas Customer Engagement Centre is seeking Sales & Service Associates to join our team:

Marriott International is the world's largest hotel company, with more brands, more hotels and more opportunities for associates to grow and succeed. We believe a great career is a journey of discovery and exploration. So, we ask, where will your journey take you?

As a Call Centre Agent, you will receive inbound calls from our guests. Your core duties will include:

- Processing all reservation requests, changes, and cancellations received by phone, fax, or mail.
- Identifying guest reservation needs and determine appropriate room type/rate as well
- Answering questions about property facilities/services and room accommodations.
- Following sales techniques to maximize revenue.
- Inputting and access data in reservation system

At Marriott, our motto is to "Hire Friendly and Train Smart". We're looking for candidates with the following::

- Experience and passion for delivering customer service excellence
- Excellent verbal and written English skills
- At a minimum, we are seeking candidates who have completed their high school education, or the equivalent (we provide comprehensive training)

The Benefits of Working With Us:

- Opportunities for career advancement and professional development
- Bonuses for achieving revenue goals
- Medical and Dental benefits
- Incredible travel perks/discounts!!

#### **NOW HIRING!**

Full & Part Time Sales & Service Associates  
Bilingual (English/French) roles also available  
Start Dates of : April 27, 2020  
Must be available for 4 weeks of Full Time training

Where will your journey take you?

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800 Talbot Street, St. Thomas, ON. Customer Engagement Centre