



Employment Opportunities

January 17, 2012

To apply for any of the following positions please choose one of the options below:

- Apply in person between 10am and 3pm Monday through Friday in our Human Resources Office. Please enter through the rear “employee entrance” of the hotel
- Fax your resume to 617-532-5494
- Mail your resume to 500 Commonwealth Ave., Boston, MA 02215
- Email your resume in MS Word format to: hr@hotelcommonwealth.com
- Check up-to-date job listings by calling our job hotline (617) 532-5489

Guest Services

Night Audit Agent - Assists guests with check in/check out process, room assignments, billing inquiries, and hotel and area related questions and issues. Answer all general hotel related questions and assist in delivering an exceptional and unique stay for each guest. Handle guest complaints, issues and problems with skill and empathy. Work within the 4 diamond guidelines to provide superior service. Previous hotel front office experience strongly desired, experience in a luxury environment preferred.

Revenue

Reservations Agent - Responsible for handling reservations requests via phone, fax and email. The position will require the input of reservations as well as rooming lists for hotel groups, reviewing future reservations to ensure accuracy in information and routing, as well as distribution of daily reports. The ideal candidate will be an experienced customer service professional with a background in luxury hotels. Reservations experience preferred. Computer skills required. Must be organized and highly customer service orientated and have excellent phone etiquette. Weekends and holidays required.

Housekeeping

Housekeeping Attendant (Houseman & Lobby Attnd) -

Assist housekeeping department either on floors or in public space. Previous housekeeping and hospitality experience preferred. Knowledge of cleaning equipment desired. Strong customer service skills required. Must be able to communicate effectively

Room Attendant: Prior hotel experience preferred. 1-2 years' customer service skills desired. Flexible schedule.

If you a current Hotel Commonwealth employee and are interested in applying for any of the open positions, please remember that you have 5 days to apply for the position to Human Resources. Also, your record must be in good standing and you must be employed for over 6 months in your current position.