



AN IHG® HOTEL
SARNIA / POINT EDWARD

JOB OPPORTUNITY POSTING HOLIDAY INN EXPRESS SARNIA

POSITION AVAILABLE: **GUEST SERVICES MANAGER – FULL TIME**

REPORTS TO: **General Manager**

ADDRESS: **Point Edward, Sarnia**

SUMMARY:

Under the general guidance and supervision of the General Manager, the Guest Service manager is responsible for all aspects of the front desk operation ensuring that Guest Service Agents & Night Auditors provide impressive customer service and supporting the General Manager in other areas as needed such as Housekeeping and Food and Beverage operations. Must be available to work morning, evening, on weekends and holidays.

RESPONSIBILITIES:

- Provide noticeably outstanding guest five stars service (constantly focused on service delivery)
- Be exceptionally knowledgeable about the hotels facilities and services
- Lead by example check-in and out guests and be responsible for the end of day closing register, upselling and customer complaint resolution.
- Ensure all loyalty program guests room are properly audited and allocated of rooms.
- Hire and develop a professional knowledgeable guest service team (document training)
- Be knowledgeable and ensure all brand standards are adhered to
- Support and encourage all team members to enhance Guest Service and/or satisfaction
- Gain expert knowledge of all front desk systems and procedures and train all staff
- Manage reservations and rates and maximize revenues
- Perform office administration and carryout hotel accounting functions
- Ensure all phones are answered (as a priority) correctly and professionally
- Ensure proper credit control and handling of financial transactions (guest accounting)
- Ensure all staff are in uniform
- Oversee all aspects of call accounting, voicemail, phone system, TV system, internet, door lock system and the in-room Guest Services Directory
- Be an expert with Brand programs including Honors membership and train staff
- Promote an outgoing and fun yet professional image to guests, potential guests and team members
- Hire, schedule and assist with training of breakfast attendants

- Carefully schedule staffing based on forecasts, business demands and holiday trends
- Conduct regular front desk, administration office and Suite Shop inventories, control and inspection of all supplies, equipment and make approved purchases
- Be efficient, effective and responsive with inquires and requests using good communication
- High level of communication with maintenance department and any outstanding issues
- Review and follow up on information from the guest satisfaction tracking systems
- Attend any approved budgeted workshops/meetings or special events
- Conduct staff meetings and attend hotel management meetings
- Plan, implement and communicate departmental/hotel policies and procedures
- Ensure all Guest Service storage areas are clean, maintained and organized
- Understand and execute responsibilities of the Fire Safety Plan, WHMIS, and Health & Safety
- Act as Manager on Duty and support in other departments
- Support in operations of the Housekeeping and Food and Beverage as needed.
- Accomplish or assist with 'special projects' as required

In return we'll give you a competitive financial and benefits package that will include healthcare, dental, vision, disability and life insurance support. IHG Hotel discounts worldwide are available for you and your family, and the chance to work with a great team of people. Most importantly, we'll give you the room to be yourself.

So what's your passion? Please get in touch and tell us how you could bring your individual skills to our organization.

REQUIREMENTS

- Minimums 2 years' experience in similar role in hotel/hospitality industry.
- Excellent communication and problem solving skills.
- Diploma or Bachelor degree in Hospitality is an asset.
- Must possess excellent customer service skills and be able to work independently.
- Must have excellent time management and organizational skills.
- Must carry a valid proof of eligibility to work in Canada such as Work Permit or Citizenship.
- Must be available to work morning, evening, on weekends and holidays.

APPLICATION DETAILS

Interested candidates please apply to this job posting on www.indeed.ca

Please note that due to high volume of applicants only short-listed candidates will be contacted.

We are committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.

Date Listed: July 07, 2019

Closing Date: Until filled