



## **JOB DESCRIPTION**

### **HOMEWOOD SUITES BY HILTON HAMILTON**

**POSITION AVAILABLE:** FRONT OFFICE SUPERVISOR – FULL TIME

**REPORTS TO:** FRONT OFFICE MANAGER

**ADDRESS:** 40 Bay St S, Hamilton, ON L8P 0B3

#### **Job Description**

The Front Office Supervisor is a key member of the Guest Services team responsible for the operations of the Hotel, verifying the accuracy of guest accounts, balancing charges and revenues, as well as assisting with all aspects of guest services. The Front Office Supervisor is typically the guest's first interaction with our hotel so we need to make sure it is consistently a positive one. Each guest that walks into the hotel will be welcomed and acknowledged with positive customer service. You are responsible for ensuring we provide the highest level of guest service and that our standards are met and maintained at all times. With a combination of a passion for the job and the right communication with other departments, you have the ability and empowerment to make the guest's experience more than memorable. A Guest Service Agent must have a positive and professional upbeat personality with a desire to deliver outstanding customer service to our guests.

#### **Requirements**

- Experience in Guest Services (an accounting background is an asset)
- Exceptional interpersonal skills to enhance the service standards throughout the operation
- Excellent communication, guest service and time management skills
- Detail oriented
- Able to organize, plan ahead and manage workload
- A team player and a self-starter, yet able to work independently
- Ability to work effectively in an innovative, fast-paced and multi-tasked environment
- Knowledge of the hotel industry and the hotel boutique concept
- Excellent computer skills, specifically Microsoft Office and use of the internet - Always greet guests in a friendly and professional manner according to Hotel standards
- Engage each guest as a unique individual and listen attentively to their requests
- Perform accurate check-ins and check-outs of guests daily
- Answer the telephone in a timely and professional manner

- Make reservations over the phone and in person and ensure all aspects of the room reservation procedure are followed, including bookings, confirmations + cancellation policies
- Responsible for a cash float throughout your shift and ensuring all floats balance correctly at the end of shift
- Anticipate and address guest's service needs
- Listening to guest's complaints or concerns and resolving their issue in a timely manner
- Promote a safe working environment
- Learn and adhere to all fire and emergency procedures, including procedures for handling of the fire panel, ensuring guest safety and participate in an evacuation if necessary
- Practice safe working habits, including bending and lifting appropriately to avoid injury, reporting hazards, appropriate use of cleaning chemicals and working to minimize tripping hazards
- Keep work area neat and tidy
- Uniform and personal appearance are clean and professional
- Manage nightly hotel operations
- Verify revenue from all sources is accurately balanced, follow up on any discrepancies
- Post any transactions needed
- Produce daily reports for departments and department heads
- Compile and run statistical reports for all departments and transfer information to our Accounting department

\* You must be eligible to live and work in Canada to apply for this position, and be in possession of a current work visa. Documented evidence of the eligibility will be required from candidates as part of the recruitment process.

## **Application Details**

Interested candidates please apply to this job posting on [Julie.lancaster@hilton.com](mailto:Julie.lancaster@hilton.com)

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: March 14, 2019

Closing Date: Until filled