

Job Title: Guest Service Manager
Department: Front Desk
Immediate Supervisor: General Manager

OBJECTIVE

Provide satisfying, responsive and comfortable guest service through the coordinated assistance to the General Manager and the direction and management of all front desk activities, personnel, guest services and reservations.

PRIMARY RESPONSIBILITIES

- Performs hiring of front desk personnel;
- Oversees and ensures the proper training of all front desk personnel;
- Performs work scheduling and maintains proper staffing of front desk personnel;
- Works any front desk shift as needed;
- Implements and communicates to front desk personnel all standards and expectations of the Company and the franchising agency;
- Communicates, teaches and enforces all existing and new Company policies and procedures;
- Consistently monitors front desk communications, morale and motivation;
- Practices, implements and enforces employee safe-work practices;
- Ensures the safety of front desk personnel through the documented, routine testing of silent alarms and videotaped, surveillance system;
- Promptly addresses all disputes or work-related concerns among front desk personnel;
- Assists in the proper discipline and/or termination of personnel;
- Properly and accurately documents all employee disciplinary actions;
- Ensures the security of guests through the enforcement of proper room key issuance procedures;
- Participates in the documentation of any guest accident or incident;
- Guest relations; strives to achieve and maintain high Guest Service techniques by training all employees in guest service and by responding promptly, courteously and appropriately to all guest complaints;
- Addresses, resolves and documents guest complaints in a prompt and courteous manner;
- Monitors monthly Guest Service Medallia reports, following up with each guest as required by franchising agency;
- Communicates daily with Executive Housekeeper regarding the continually changing status of guest rooms and public areas, i.e. clean, dirty, occupied, vacant, out of order, etc.;
- Trains and maintains a thorough working knowledge of the property's PMS system;
- Understands and often verifies for accuracy the Managers Daily Report, which is completed during the night audit shift;
- Participates in ongoing facility inspections to assure that cleanliness, safety and all other standards are consistently achieved and maintained;
- Consistently seeks new ways to increase room revenue and occupancy;
- Strives to be innovative in new programs designed to eliminate waste and increase productivity;
- Provides and maintains proper inventories of tools, equipment and materials necessary for

- front desk personnel to adequately perform required, daily tasks;
- Establishes par levels of front desk supplies, make routine inventories and notifies General Manager of any purchasing needs;
 - Documents all on-property accidents and/or incidents, whether involving employees or guests;
 - Promotes communication among front desk personnel with other departments, such as restaurant and lounge, to ensure guest satisfaction and accurate billings;
 - Monitors cash drawer daily and maintains the availability of the proper amount of change;
 - Prepares and totals weekly, employee time cards;
 - Assures the proper storage of supplies and materials used by front desk personnel;
 - Promotes and assures the orderliness of storage and back office areas;
 - Leads routine, departmental meetings, often conducting training workshops;
 - Oversees hotel billings, to include establishing new accounts, preparing weekly billings, posting payments and pursuing the collection of overdue accounts;
 - Coordinates the scheduling of events in the hotel meeting room (s), including the preparation of rental contracts and payment arrangements;
 - Directs and oversees the set-up of events in the hotel meeting room (s), assuring that the guests are satisfied with all arrangements;
 - Coordinates with the restaurant all refreshment and/or meal needs of guests using the meeting room (s);
 - Responsible for the operation of all aspects of the hotel in the absence of the General Manager and performs specific tasks as requested by the General Manager;
 - Assists in marketing and sales efforts;
 - Identifies and encourages the proper tracking of various market segments;
 - Monitors market trends, communicating needs for change to General Manager;
 - Communicates with and trains all front desk personnel in regards to updates in computer system and promotional programs of the franchising agency;
 - Communicates and coordinates with maintenance any repair or capital replacement work in guest rooms and public areas;
 - Attends and participates in training events, workshops and conventions as required by the franchising agency, the Company and property owners;
 - Communicates and reports to the General Manager any incidents or issues warranting management's attention and/or involvement.
 - Treats all employees and guests with dignity and respect;
 - Strives to maintain a professional, business appearance and attitude.

RELATIONSHIPS

Internal: Maintenance: to report needed repairs and coordinate the availability of rooms and public areas

needing attention.

Housekeeping: to report any guest need and to monitor the continually changing status of rooms and public areas.

General Manager: to receive direction and feedback regarding cleanliness standards.

Sales Director: to assist in marketing efforts and to coordinate individual, group and/or meeting room bookings.

External: Hotel Guests: to provide service, develop an understanding of guest needs and to resolve complaints.

QUALIFICATIONS

Education / Experience: High school diploma or GED;
Speak English clearly;
Basic reading, writing and math skills and prior front desk experience; supervisory experience preferred.

Skills: Organizational skills
Leadership skills
Interpersonal skills
Telephone skills
Marketing / Sales skills
Typing / Computer Aptitude
Accounting / Cash Handling

PHYSICAL / COGNITIVE ACTIVITIES

The majority of time in this position is spent interacting with front desk personnel, guests and staff in other departments, such as housekeeping, restaurant and maintenance. Therefore, communication skills are strongly utilized daily. Speaking, listening and standing are required. Also, a typical work day includes monitoring activities at the front desk and directing front desk personnel to perform various tasks, resulting in the need to exercise problem solving and reasoning abilities.

This position involves several varying responsibilities and often requires an ability to perform multiple tasks simultaneously. Memory, impartial reasoning and prioritizing skills are essential and used daily.

Mathematical skills are needed, including basic math, are used when verifying daily paperwork in the absence of the General Manager. Other associated tasks are handling deposit monies,

figuring current revenues, occupancies, average daily rates and revenues per available room.

Reading and writing abilities are utilized generously in the documenting of daily activities. Business letters are often necessary in corresponding with guests. Additionally, organizational skills are used in the filing and maintaining of direct billing accounts as well as the overseeing of meeting room functions.

Much time is spent moving about the property in servicing guest needs, routinely inspecting guest rooms / public areas and directing personnel. These tasks can involve unlocking, opening, bending, stooping, pushing, pulling, lifting and climbing stairs.

The preceding job description outlines the primary duties, responsibilities and requirements of the Guest Service Manager position. The full scope of the position includes, but is not limited to, each of the described job tasks and expectations.