



long beach lodge
RESORT

Job Description

Job title:	Guest Services Supervisor
Reports to:	Guest Services Manager

Job Purpose:

As a Guest Services Supervisor with Long Beach Lodge Resort, you will be responsible for the effective and efficient operations of the Guest Services Team. You will also act as leader in order to inspire and train team members to help the lodge become Tofino's #1 luxury accommodation provider.

Duties and Responsibilities:

- Ensuring the highest level of service by exceeding guest expectations to build loyalty
- Overseeing the daily operations of Guest Services, managing arrivals, departures, group meetings and weddings, along with balancing room inventory and achieving rate
- Coaching and mentoring the Guest Services team
- Committing to guest satisfaction through consistent follow up on all guest issues; delivering outstanding guest service recovery
- Leading the achievement of the department's revenue goals through training, motivation, promotion and incentives in pursuit of our room nights and revenue
- Strong and effective communication with all other departments; partnering to ensure property-wide service standards for our guests
- Ensure consistency of information; including web and printed materials (key packs, rate information, activities, menus, emails and confirmation letter)
- On-site contact for Guest Services IT systems, responsible for ensuring all systems are operational
- Ensure smooth shift changes with proper pass-on to the next shift
- Maximize revenue by up-selling guest rooms and recommending lodge activities
- Complete knowledge of Opera, rate management, courtesy holds, groups, configuration, and master accounts
- Assist Guest Services Manager as required
- Liaison with wholesalers and third party booking websites to assist with reservations and ensure a balance of room inventory
- Accountability of transaction errors; assist in liaising with the Accounting Department to ensure all errors are rectified
- Stay current on industry/competitive trends and make recommendations for improvements

Qualifications:

- Graduate of Hotel Management or Hospitality program a definite asset
- Minimum 2 years guest service experience
- Dynamic, enthusiastic and innovative leader who thrives under pressure
- A talent for service recovery, consistent guest follow up and follow through

- Computer literacy is imperative including Microsoft Office and Opera

Working conditions:

Flexible, must be willing to work a variety of hours, including days, nights as well as weekends and holidays based on the business needs

Physical requirements

- Constant standing and walking throughout shift for up to 8 hours
- Kneeling, pushing, pulling, lifting
- Occasional ascending or descending stairs

Approved by:	Chelsea Bauer, Recruiter
Date approved:	November 2014
Reviewed:	