

JOB DESCRIPTION

GUEST SERVICE SUPERVISOR

RESPONSIBILITIES:

- Leading our Front Office Team and maintaining a level of professionalism according to the standards set forth by Wall Centre & Marriot.
- Adhering to all policies and procedures set forth by Wall Centre & Marriot.
- Balancing the house and blocking rooms according to the standards set forth by Wall Centre & Marriot.
- Participates and oversees the completion of the Front Office task list and special projects.
- Maintaining guest satisfaction in dealing with guest concerns.
- Ensuring that any guest concerns that are dealt with by GSA's or the GSS are resolved and logged in the guest file and Starguest Response.
- Maintaining the standards of verbiage and scripting as per A.R.I.V.A.L and Marriot Standards.
- Scheduling breaks and ensuring that both desks and communications are covered during busy times.
- Assists with training of new associates.
- Coordinates the sell direction given to them by the AFOM and FOM.
- Balancing house inventory for day of arrival and for the weeks expected arrivals
- Promotion of the SPG program and ensuring monthly enrollment quotas are met.
- Adhering to all emergency procedures when called upon.
- Representation as management when AFOM/FOM are not present.
- Assisting the AFOM's/FOM with other assigned duties.
- Adheres to and promotes all company health and safety policies and procedures to ensure a safe work environment.
- Participates in and promotes Wall Centre & Marriot Core Values.

QUALIFICATIONS:

- Minimum of 2 years Guest Service experience on a front desk or equivalent in a similar field.
- Minimum 6 months of night audit experience.
- Established leadership qualities and the ability make decisions that balance value to our guests and profitability to the hotel.
- Scheduling flexibility and the ability to work more than 8 hours a day is required.
- Fluent in English both verbal and written.
- Is exceptionally knowledgeable of all hotel related information including: outlet hours of operation, outlet menus, meeting facilities, room and rate structuring and current promotion.
- Is familiar with all guest related activities and events available within and though outside agencies including: theater, sporting events, recreational activities and the arts.

APPLY: Please submit cover letter and resume to Human Resources at resumes@wallcentre.com