



Job Description

GUEST SERVICES SUPERVISOR

Department: ROOMS DIVISION **FLSA Status:** HOURLY NON-EXEMPT
Reports to: GUEST SERVICE MANAGER **Effective Date:** JANUARY 1, 2018

Job Title: GUEST SERVICE SUPERVISOR

SUMMARY

This Position supervises the operational activities of the hotel's front desk and ensures guest satisfaction and revenue optimization through check-in, check-out and the coordination of hotel services.

ESSENTIAL JOB FUNCTIONS

The position requires the ability to perform the following essential job functions, with or without reasonable accommodation:

- Achieves customer satisfaction and room revenue goals while supervising Front Desk/Guest Service activities.
- Ensures Front Desk/Guest Services is staffed appropriately by reviewing team member schedule and occupancy projections.
- Oversees and participates in prompt and courteous guest check-in and check-out.
- Addresses questions or problems pertaining to Hotel rooms and rates.
- Maintains room security by providing effective key control and participates in matters relating to room security.
- Ensures customer mail and messages are delivered promptly by overseeing mail and message delivery.
- Promotes guest participation in guest satisfaction surveys and guides guest service representatives to do the same.
- Responds to positive and negative comments expressed in comment cards and develops improvement plans.
- Types up a daily report and gives copies to the Guest Service Manager.
- Answers phones and handles guest requests/complaints, acting as deemed necessary.
- Handles cash, makes change and balances an assigned house bank. Accepts and records vouchers, traveler's checks, and other forms of payment. Counts cash and other methods of payment at the end of the shift to verify and balance the house bank.
- Participates in daily shift check lists and ensures the items are completed during shift.
- supervision.
- Communicates effectively both verbally and in writing to provide clear direction to staff. Assist in the training and development of new Front Desk Agents. Observes performance and encourages improvement. Develops, coaches, counsels and supervises team members to increase the level of guest satisfaction.
- Understands all aspects of the Front Desk and Night Audit.

- Communicates with other departments to ensure proper handling of guests and groups. Maintains contact with Reservation Service regarding requests for suites, special accommodations, etc. Reviews daily out-of-order rooms, VIP rooms, and special requests to ensure items are taken care of.
- Ensures follow-through and communication from shift to shift regarding any pertinent information or guest requests.
- Maintains safe working conditions within department and Hotel.
- Must have ability to remain calm and alert, especially during emergency and/or heavy hotel activity.
- Must and resolve complications such as location changes or credit issues, field guest complaints, and conduct through research to develop the most effective solutions and negotiate results.
- Handles any guest compliments or complaints and acts deemed necessary. Plans and implements detailed steps by using experienced judgment and discretion.
- All other duties as assigned by management.

HOURS AND ATTENDANCE

- Up to 40 hours per week with varied and flexible shifts/days, likely to include nights, weekends, holidays and overtime.
- Regular and predictable attendance in conformance with the Hotel's standards, as may be established from time to time, is an essential job function. Team members with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

MARGINAL OR SUPPORTIVE FUNCTIONS

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the requirements of the hotel.

- Provide safety deposit boxes for guest by escorting them to the vault pulling the box from the vault and carrying it to the customer. File access slips in room order.
- Prepare weekly forecasts expected arrivals and departures.
- Perform the duties of Guest Service Representative, Reservation Agents, Night Auditors and Telephone Operator in a friendly and courteous manner to ensure guest satisfaction.
- In emergencies, perform in the capacity of any position supervised.

PHYSICAL AND MENTAL DEMANDS OF POSITION, INCLUDING ENVIRONMENT

The individual holding this position must be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities:

- Must be able to frequently move freely about the hotel, maintain manual dexterity to access computer via keyboard and operate office equipment, such as telephones, copiers, fax machine, computer systems etc. and remain standing during extended periods during shift.
- Must be able to frequently move freely about the hotel, including up and down stairs many times during shift and remain standing for extended periods.
- Needs to be available to work a variety of hours, varied tasks under varied conditions.
- Must be able to communicate effectively in a positive/upbeat fashion utilizing English; both orally and written.
- Must exhibit positive interpersonal skills with focused attention to guest needs and varied business contacts.
- Hearing and visual ability to observe and detect signs of emergency situations and to access and

- accurately input information using a moderately complex computer system.
- Ability to lift and transport metal deposit boxes weighing up to 25 lbs.
- Requires handling objects or material using body members, hand tools and or special devices to work, move, or carry objects or materials.
- Protection from weather but not necessarily changes in temperature.
- OSHA laws require the use of Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.
- Normal routine involves no exposure to blood, body fluid or tissue, but exposure or potential for exposure may occur.

KNOWLEDGE AND CRITICAL SKILLS

The individual holding this position must possess the following knowledge, skills and abilities:

- 1+ year’s guest/customer service experience, and/or 1+ years Hotel experience preferred
- Proof of authorization/eligibility to work in the United States.
- High School Diploma or equivalent.
- 2 or 4-year college degree a plus.
- Basic mathematical skills and considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to listen effectively and to speak English clearly to communicate with customers and team members and prepare written complex reports of room availability and revenues generated.
- Must have coordinating skills as pertains to determining time, place and sequence of operations or action.
- Ability to analyze information and make effective judgments.
- All team members must maintain a neat, clean and well-groomed appearance (specific standards available).

Upon employment, all team members are required to fully comply with the Hotel’s rules and regulations for the safe and efficient operation of Hotel facilities. Team Members who violate Hotel rules and regulations may be subject to disciplinary action, up to and including termination of employment.

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.

I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth:

TEAM MEMBER SIGNATURE

DATE