



INTERNAL JOB OPPORTUNITY

Guest Services Supervisor

Super 8 Hotel, *Sainte Agathe Des Monts, Quebec*

To ensure that every guest, both internal and external, receive efficient, prompt and courteous service. Providing training and hands-on assistance to all Guest Services employees, to insure that departmental policy, procedure, and standards are followed.

BASIC RESPONSIBILITIES:

- Achieve guest satisfaction and room revenue goals by assisting with the daily operations of the Guest Service's Department.
- Ensure that the department is staffed appropriately, and provide coverage in all areas as necessary.
- Maintain room security through effective policy and procedures regarding key control, guest check-in, and handling incoming telephone calls.
- Supervise and actively participate in the prompt and courteous handling of all guest requests, including but not limited to: check-in, check-out, reservations, telephone messages, inquiries, luggage, billing issues, and no show complaints.
- Monitor service and teamwork on a regular basis and inform the GM of any additional training needs.
- Maximize room revenue by developing, in conjunction with the GM, Revenue Management strategies or techniques.
- Assist the GM in controlling operating and payroll costs.

SKILLS, ABILITIES AND QUALIFICATIONS:

- A Minimum of 2 years supervisory experience in a branded hotel is necessary.
- Bilingual in both official languages (French/English)
- Excellent inter-personal and communication skills, and comfortable operating computers
- Courteous telephone manners. A calm, professional approach is required at all times.
- Must be able to work effectively in a fast paced environment with minimal Supervision
- Must be willing to work shifts and weekends, as needed.

If you are interested in the above position, but cannot attend the Job Fair please submit your resume to:

Mario Bertrand

Directeur général/General manager

Super 8 Hôtel Sainte Agathe

500, rue Léonard, Sainte Agathe des Monts Québec, Canada, J8C 0A3

Fax (819)324-8887 Courriel/Email: gm@super8steagathe.com

As a general rule, Pacrim does not pay for relocation expenses.

DEADLINE FOR APPLICATIONS: Friday, July 25, 2008