



Best Western Chocolate Lake Hotel
Guest Services Supervisor/MOD
Halifax, Nova Scotia

Department: Front Office

Reporting to: Guest Services Manager

The newly renovated Chocolate Lake Hotel in Halifax is looking to attract a dynamic, knowledgeable professional to lead our hotel into greatness as the Guest Services Supervisor.

BASIC RESPONSIBILITIES:

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 ensure that departmental policy, procedure, and standards are followed.

- 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.
- Supervisor 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.
- Effectively communicate any information or requests to co-workers as needed, to insure that guest expectations are exceeded.
- Monitor service and teamwork on a regular basis and inform the GSM of any additional training needs.
- Maximize room revenue by following any Revenue Management strategies or techniques as directed by the GSM.
- Assist the GSM in controlling operating and payroll costs.

SKILLS, ABILITIES AND QUALIFICATIONS:

- Excellent inter-personal and communication skills, and comfortable operating computers
- Courteous telephone manners
- Must be able to work effectively in a fast paced environment with minimal supervision
- Must be willing to work shifts and weekends, as needed. A calm, professional approach is required at all times.

If you are interested in the above position, please submit your resume to:

Tammy White

Guest Services Manager

Best Western Chocolate Lake Hotel

20 St. Margaret's Bay Road

Halifax, NS B3N 1J4

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DEADLINE FOR APPLICATIONS: TUESDAY, JULY 8TH, 2008