



## ***Grande Prairie, Alberta***

### **Front Desk 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 insure 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 positions, please submit your resume to:

Tony Sabourin, General Manager  
[gm@higrandepairie.com](mailto:gm@higrandepairie.com) or Fax: 780-402-6835

**Deadline for Applications: Friday, August 1, 2008**