



Guest Services Supervisor *Regina, Saskatchewan*

Regina's newest hotel is looking for fulltime 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

Hours of works will be mainly evenings. Sunday to Thursday, Fridays and Saturdays off. Maybe asked to work odd weekend, so must be a little flexible with schedule. This person will also be the in-charge of the hotel in the absence of a manager.

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

WINGATE BY WYNDHAM REGINA HOTEL
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DEADLINE FOR APPLICATIONS: Wednesday, August 27, 2008