



Guest Services Manager

Holiday Inn Hotel & Suites

Grande Prairie, Alberta

The responsibilities of this position will include the day-to-day management of all aspects of hotel Front Desk Operations. The candidate will contribute to hotel profitability through a combination of expert customer service and revenue management techniques. Specific responsibilities include maintaining and implementing all policies, procedures and quality standards as well as the training and development of Front Desk staff.

The Holiday Inn Grande Prairie includes 146 rooms and is situated on the corner of Hwy 43 and 40. This hotel has over 10,000sq ft of meeting space and can accommodate up to 800 people. The hotel is also equipped with an indoor swimming pool and hot tub, work out facilities, in-house restaurant & lounge, as well as an on-site spa.

BASIC RESPONSIBILITIES:

- Creating high levels of guest satisfaction through dedication to customer service in all guest interactions
- Selection, orientation and training of qualified personnel
- Maximization of room revenue by utilizing yield management techniques to emphasize Occupancy and average rate
- Controlling labour costs of Front Desk staff and ensuring that Front Office operates within the approved budget

SKILLS, ABILITIES AND QUALIFICATIONS:

- Two years related experience with Front Desk operations
- Minimum two-year supervisory experience.
- High degree of customer service orientation
- Proven computer, typing and accounting skills
- Ability to enforce hotel standards, policies and procedures
- Capable of managing multiple priorities and working under pressure
- Able to maintain a flexible work schedule, including weeknights and weekends
- High degree of integrity and ethics
- Required to use discretion in dealing with confidential information

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

General Manager

E:mail gm@higrandeprairie.com

Or

Send Resumes to:

Holiday Inn Hotel and Suites

9816 107 Street

Grande Prairie, AB T8V 1L4

Fax: (780) 402-6835

Deadline for Applications: Thursday, October 16th, 2008