



Chocolate Lake Hotel

Halifax, NS

Guest Service Supervisor

Department: Front Desk

Reporting to: Guest Service Manager

BASIC RESPONSIBILITIES:

To facilitate the operation of the entire hotel during the evening/weekend by:

- ❖ Ensuring guest satisfaction and resolving guest issues.
- ❖ Maintaining employee satisfaction and acting as a liaison between line staff & management.
- ❖ Monitoring the quality of employee performance.
- ❖ Performing administrative duties as assigned.
- ❖ Groups Sales and Coordinator of room blocks

SKILLS, ABILITIES AND QUALIFICATIONS:

A professional and pleasant personality is essential. The successful candidate will be a mature individual with a positive attitude and excellent communication skills. Excellent time management skills are also necessary as is knowledge of the front desk function of a hotel. Experience with Opera is considered an asset. **Must be able to work evening shifts.**

Hours of Work: FT, variable shifts

Number of Positions: 1

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

Tammy White

Guest Service Manager

twhite@chocolatelakehotel.com

please note, as a general rule, Pacrim does not pay for relocation expenses.

DEADLINE FOR APPLICATIONS: TUESDAY, OCTOBER 21, 2008