



## **Guest Services Supervisor**

### **Holiday Inn Hotel & Suites**

### **Grande Prairie, Alberta**

Ensures that every guest, both internal and external, receive efficient, prompt and courteous service. Provides training and hands-on assistance to all Guest Services employees, to insure that departmental policy, procedure, and standards are followed. Assists the Guest Services Manager in the development and delivery of quality and service standards. 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:**

- Achieve guest satisfaction and room revenue goals by assisting with the daily operations of the Front Office.
- 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.
- Supervise 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 assist the Guest Services Manager with any additional training needs.
- Maximize room revenue by following any Revenue Management strategies or techniques as directed.
- Assist the Guest Services Manager in the development of the annual budget and the day-to-day management of operating and payroll costs

#### **SKILLS, ABILITIES AND QUALIFICATIONS:**

- Related experience with Front Desk operations preferred
- 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](mailto: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 16<sup>th</sup>, 2008**