

JOB OPPORTUNITY

GUEST SERVICES SUPERVISOR

RESPONSIBILITIES:

- Lead our Front Office Team by maintaining a level of professionalism according to the standards set forth by Wall Centre & Marriott.
- Adhere to all policies and procedures set forth by Wall Centre & Marriott.
- Balance the house and blocking rooms according to the standards set by Wall Centre & Marriott.
- Participate in and oversee the completion of the Front Office task list and special projects.
- Maintain guest satisfaction in dealing with guest concerns.
- Ensure that any guest concerns that are dealt with by GSA's or the GSS are resolved and logged in the guest file and STARguest Response.
- Maintain the standards of verbiage and scripting as per A.R.R.I.V.A.L and Marriot Standards.
- Schedule breaks and ensure that both desks and communications are covered during busy times.
- Assist with training of new associates.
- Coordinate the sell direction received from the AFOM and Director of Rooms.
- Balance house inventory for day of arrival and for the weeks expected arrivals.
- Promote Marriott Rewards program and ensure monthly enrollment quotas are met.
- Adhere to all emergency procedures when called upon.
- Represent management when AFOM/Director of Rooms are not present.
- Assist the AFOM/Director of Rooms with other assigned duties.
- Adhere to and promote all company health and safety policies and procedures to ensure a safe work environment.
- Participate in and promote Wall Centre & Marriott Core Values.

QUALIFICATIONS:

- Minimum of 2 years' Guest Service experience on a front desk or equivalent in a similar field.
- Minimum 6 months of night audit experience.
- Demonstrated leadership qualities and the ability make decisions that balance value to our guests and profitability to the hotel.
- Scheduling flexibility and the ability to work more than 8 hours a day is required.
- Fluent in English, both verbal and written.
- Exceptionally knowledgeable of all hotel related information including: outlet hours of operation, outlet menus, meeting facilities, room and rate structuring and current promotion.
- Familiarity with all guest related activities and events available within and through outside agencies including: theater, sporting events, recreational activities and the arts.

APPLY: Please email your cover letter and resume to Human Resources at resumes@wallcentre.com. All internal candidates should submit an internal application form (signed by your department head).