



JOB DESCRIPTION

Title:	Guest Service 2nd Supervisor
Department:	Guest Services
Direct Report:	General Manager
Effective Date:	November 2016

Ramada Mission:

To deliver a welcoming and memorable experience, for every guest, every time.

Department Mission:

We, the Front Desk Team, are the face of the Ramada Prince George. We welcome people by creating a positive and friendly experience. We advocate for our guests and attend to their needs in order to be the Number 1 events and accommodation destination in Northern BC.

Scope:

Taking the lead from the Guest Services Supervisor the 2nd supervisor works in collaboration to Supervise and coordinate the activities of staff in guest registration, valet and night audit to ensure guest satisfaction and maximizing hotel profitability.

Primary Responsibilities:

- Adherence to brand standards established by Wyndham Worldwide, Ramada Plaza and Days Hospitality
- Adherence to the Ramada Plaza Premium Guest Service standards
- Provide exemplary customer service to our guests while mentoring team members to exceed guest expectations for hospitality.
- Oversee daily operations of Front Desk and Valet. Performing duties of Guest Service Agents as required.
- Resolve all guest concerns, complaints or suggestions in a continuous effort to provide superior guest service.
- Communicate with all departments to ensure guest expectations are exceeded.
- Assist when necessary with Scheduling and delegating work to the Front Desk and Valet departments.
- Remain current on room rates, room availability and emergency procedures.
- Provide information and explain Wyndham Rewards benefits, property amenities & marketing programs to our guests while mentoring team members to do the same.

- Follow up with Reservation Manager on guest history, group block pick-ups and cut off dates.
- Ensure all management directions and guest special requests are properly noted in the Opera Property Management System for action by the appropriate hotel department prior to check-in.
- Assist in creation, implementation, and achievement of departmental budgets for the Front Desk.
- Assist in preparation weekly and monthly reports in accordance with established deadlines.
- Recommend development, training and corrective action for team members to management and assist in delivery where appropriate.
- Assist in organizing and participate in staff meetings.
- Responsible for communicating with other departments. When department heads are absent relay communication from evening activities back to department heads.
- May need to re-deploy resources in other departments in absence of direct reports
- Perform regular patrols of the guest floors and guest access areas including, pool/fitness center and business center as well as any public areas of the hotel including the parkade
- Check the exterior of the hotel and any access doors for any safety/security concerns
- Note: Other duties as assigned by supervisor or management

Relationships:

Internal:

All hotel departments: For effective communication and delivery of exemplary customer service.

External:

Hotel guests: To provide exemplary customer service.

Transportation Companies: For guest transportation, lost bags, distressed passengers.

Local Businesses: To provide information for guests and develop relationships.

Qualifications:

Education/ Experience:

- High School diploma or equivalent and two years experience in Guest Services in medium to large sized hotel or similar industry, to include supervisory experience.

Certification and/or License Requirement:

- Class 5 Drivers License and a clean driver's abstract

Skills:

- Leadership skills
- Interpersonal skills
- Communication skills
- Planning and Organizational skills
- Customer service orientation
- Computer skills

Working Conditions:

- Will be required to work nights, weekends and holidays
- Will be required to work in fast paced, stressful environment
- May be required to be on call when away from work