



JOB DESCRIPTION

Title:	Guest Services Manager
Department:	Guest Services
Direct Report:	General Manager
Effective Date:	Oct 2017

Ramada Mission:

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

Guest Services Mission Statement:

We, the Guest Services 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:

The Guest Services Manager leads the growth and development of the Hotel's Guest Services Department, including; Guest Services Supervisor and Agents, Valet, Night Audit and security services. The Manager is responsible for all of Department's day-to-day functions, including; guest satisfaction, meeting Brand standards and Wyndham metrics, ensuring Ramada Plaza service standards are understood and upheld, budgeting, controls, employee development, administration, and vendor communication. The Manager is responsible for communicating interdepartmental opportunities and challenges, as well as participating in solution oriented planning and decision making. The Manager is a coordinator between Sales, Reservations and Guest Services to deliver a welcoming and memorable guest experience while 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 department while performing duties of Guest Service Agent as required.
- Resolve all guest concerns, complaints or suggestions in a continuous effort to provide superior guest service.
- Actively recruits and staffs department using company hiring standards while planning for succession.
- Perform employee reviews and lead training and development of Guest Services Team to achieve hotel service quality standards and selling strategies.

- Effectively communicates with Housekeeping to ensure guest experience standards are maintained.
- Knowledgeable about Competitive set and develops and implements Front Desk retail selling strategies.
- In collaboration with Sales and Reservations, reviews occupancy and rate management programs to ensure maximum ADR and REVPAR.
- In collaboration with Reservations, reviews guest history, group block pick-ups and cut off dates.
- Actively engaged in building and maintaining successful OTA relationships.
- Create, recommend and interpret financial and operational plans for the department to include in the annual hotel budget and business plan.
- Complete required actions for Weekly/Monthly/Annual Sales meetings as required by the Direct Report.
- Actively involved in all hotel social media in relation to hotel guest service. Responsible for analyzing guest feedback and communicating information to Guest Service Team and appropriate departments.
- In collaboration with Accounting, maintains correct procedures for hotel accounting, credit control and handling of financial transactions.
- Maintains procedures for security of monies, guest security and emergency procedures.
- Maintains a professional image at all times through demeanor and appearance.
- Other duties as assigned by Direct Report.

Relationships:

Internal:	
General Manager	Direct Report
Sales and Reservations	For excellent guest experience and maximizing profitability
Housekeeping	To ensure guest experience standards are maintained.
Accounting	Maintains correct procedures for hotel accounting, credit control and handling of financial transactions.
All hotel departments	Communicating interdepartmental opportunities and challenges, as well as participating in solution oriented planning and decision making.
External:	
Hotel guests	To provide exemplary customer service.
Transportation Companies	For guest transportation, lost bags, distressed passengers.
Vendors & Local Businesses	To build successful supply & reciprocal business relationships

Qualifications:

Education/ Experience:

- High School diploma or equivalent and five years experience in Guest Services in medium to large sized hotel or similar industry with at least 3 years in a senior supervisory role.

Certification and/or License Requirement:

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

Skills:

- Leadership and Team Development skills
- Interpersonal & Communication skills
- Hotel Yield Management skills
- Customer service orientation
- Planning and Organizational skills
- Computer skills with proficiency in MS Office

Working Conditions:

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