

GUEST SERVICES MANAGER JOB DESCRIPTION

DEPARTMENT: Front Desk
REPORTS TO: General Manager

GUEST SERVICES MANAGER

A person in a GUEST SERVICES MANAGER'S position is responsible for consistently delivering results that contribute to overall success of the hotel and the department by accomplishing performance objectives linked to revenues, business effectiveness and efficiencies and delivering exemplary customer service. Success is measured against six standards listed below.

Mission Statement

PERFORMANCE EXPECTATIONS

This management tool is designed to facilitate communications between the Associate and his or her supervisor as it relates to job expectations.

Individual Performance Standards Rating Scale and Definitions

[+] Exceeds Expectations	An associate may exceed expectations in a given standard or on an overall performance basis by consistently exceeding established goals and handling the unexpected well with little or no supervision. Individuals receiving this rating are well respected and clearly recognized by associates as experts in their field.
[=] Meets Expectations	An associate meets expectations by consistently achieving established goals and handling the unexpected with regular assistance from a supervisor.
[-] Does Not Meet Expectations	An associate does not meet expectations when the associate is unable to consistently achieve established goals or requires more than normal levels of supervision to achieve expected results.

PERFORMANCE STANDARDS

PRODUCTIVITY:

Organized and makes most effective use of time to efficiently perform work responsibilities and accomplish objectives on a timely basis. Manages time wisely. Uses automation to more effectively manage information.

PEOPLE MANAGEMENT:

Recruits, interviews and selects the most qualified candidates. Is passionate about timeliness with orientation and training. Supervises Associates to achieve peak productivity and a positive, cooperative front desk area. Shares information to foster a positive working environment. Associates respond to training and clearly understand their role responsibilities. Properly takes corrective action when required without allowing situations to continue. Frequently and specifically recognizes staff for performing at or above expectations.

JOB KNOWLEDGE:

Is proficient in knowledge of the property management system, company policy and procedures. Is proficient in revenue management requirements to include use, knowledge and enforcement of forecasting, strategy boards and competitor daily referral calls. Is proficient in training front desk agents in reservation sales calls. Rates are accurate and monitored daily. Is proficient at managing inventory in the property management system. Frequently meets with and reviews work generated by the night auditor. Meets job requirements in computer skills.

CUSTOMER RELATIONS:

Seeks authority to deliver the best service to each customer. Approaches situations with A Yes I Can attitude. Is an exemplary role model with customer interaction and expects the same from front desk agents. Is dedicated to ongoing customer service training.

PROFESSIONALISM:

Assumes personal responsibility for being consistently on time for work, regular attendance and maintaining a professional appearance. Ensures front desk agents are in compliance with clean, neat uniforms and name badges. Required reports are timely and of a quality that can be shared with corporate. Is dedicated to meeting the requirements of the job without offering excuses when deadlines aren't met or expectations cannot be accomplished. Is an exemplary role model when assuming Manager on Duty responsibilities.

SAFETY & SECURITY:

Seriously takes responsibility for the safety and security of guests, Associates and the asset. Is knowledgeable and in compliance with all safety and security requirements by the franchise and the company. Follows all procedure in processing informative incident reports. Front desk agents are trained on requirements. Does not hesitate to correct or communicate safety hazards to the general manager.

ACKNOWLEDGEMENT:

I have reviewed and I understand the expectations of this job description. It is understood that I will be required to meet the expectations outlined above within work hours that comply with all Wage and Hour Federal and State laws and company policy.

Signature: _____ Date: _____