



## **GUEST SERVICES MANAGER**

### **SUMMARY:**

Deliver world class guest service and build brand loyalty with each guest. Oversees and coordinates daily operations of the guest services staff; ensures maximum guest satisfaction in a gracious and professional manner.

### **DUTIES AND RESPONSIBILITIES:**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Ensures efficient, friendly and professional guest registration, check-out and phone service.
- Greet arriving and departing guests by always opening the front doors.
- Offer arriving hotel guests a welcome beverage.
- Escort guests to their room, offering a detailed orientation of their guest room, Lucia restaurant & room service, spa and housekeeping services, overall facilities of hotel, points of interest and entertainment attractions.
- Initiate courtesy call after check-in to ensure guest is satisfied with accommodations and offer assistance with resort needs.
- Receive and provide assistance with guest room reservations calls in a professional manner.
- Provide Concierge service with dining reservations, wineries, entertainment, resort services, shopping, local events, hiking guides, provide detailed maps, driving directions, transportation needs and all other guest amenities and requests.
- Review day of arrivals noting special requests, location preferences and the designated VIP status.
- Review and prepare all next day guest reservations and the arrivals registration packets.
- Observe guest service staff to ensure that established procedures are followed, provide day-to-day guidance and oversight of subordinates; actively work to promote and recognize performance, identifying problem areas and taking corrective actions.
- Assist Front Office Manager with establishing procedures, supervise training, prepares and coordinates schedules, expedites workflow, motivate and create a healthy work environment.
- Maintain complete knowledge at all times of: 1. Hotel amenities, services and hours of operation. 2. Room types, room numbers, property layout and décor. 3. Room rates, special packages, promotions and restrictions. 4. Daily hotel occupancy and expected arrivals/departures. 5. VIP's in-house and arrivals. 6. Room availability status for any given day. 7. Scheduled daily group events and activities.
- Meet with departing shift to review completed and pending tasks; day's activities and items for follow up.
- Adhere to all cashiering procedures: open, secure and balance out shift banks, ensure proper credit card procedures are followed at all times, including credit card imprint, credit card authorization and guest signature on registration packets and check transactions during a given shift.

- Answers all incoming resort and internal calls within three rings, provide information as needed; record and relay all messages completely and legibly. Repeat message, name and phone numbers for accuracy.
- Confirm and track all deliveries including guest messages, mail, fax, amenity, laundry, etc.
- Communicate pertinent guest information to designated departments or personnel for all special requests, amenity deliver, discrepancies, glitches, etc.
- Develop business relationships with local service providers: top restaurants, wineries, local and annual events, babysitters, florists, transportation providers, etc.
- Bucket checks to be performed at the end of the day to verify pertinent data.
- Coordinate and performs timely wake-up calls to guests upon request.
- Clean the work area at the end of the shift, ensuring all items remain in an orderly fashion.
- Report any office supplies that are low in stock to manager for reorder including newspaper on a weekly basis to ensure quantity is sufficient for guests' deliveries.
- Complete all items as listed on shift checklists including necessary paperwork; maintain files and records when needed.
- Document maintenance and engineering needs in the front desk log and submit to Manager at the end of the shift.
- Operate radio system following established procedures to relay in-house announcements/requests.
- Support safe work habits and a safe working environment at all times. Maintain knowledge of emergency and safety procedures. Participate and lead continuous improvement efforts.
- Performs clerical duties such as typing, proofreading, faxing and sorting mail.
- Performs other duties as assigned by manager.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Proven strong background in Guest Relations or Guest Services.
- 1-2 years in guest services, reservations in luxury environment.
- Demonstrated proficiency in supervising. motivating subordinates, conflict resolution, problem solving and decision making skills.
- Commitment to excellence and high standards
- Ability to accurately compute and manipulate mathematical calculations.
- Versatility, flexibility, and a willingness to work within constantly changing environment.
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow through, courtesy, cooperativeness and work with a minimum of supervision.
- Demonstrated verbal and written communication skills, as well as telephone etiquette skills.
- Professional appearance and demeanor.

### **EDUCATION**

- High school diploma or equal to a GED.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs.
- Must be able to stand and walk for long periods of time.

**LANGUAGE SKILLS:**

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

**CERTIFICATES & LICENSES:**

- Valid California Driver License is required.

**WORK ENVIRONMENT:**

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees.

**GROOMING & WORK ATTIRE**

- Business attire is required, such as slacks, blouse/sweater, buttoned shirt, and nice shoes. Suit jacket only suggested on days when assisting with client events.
- Name tag required whenever walking through public spaces at the resort.
- No extreme colors, highlights or hairstyles.
- No facial or tongue piercing.
- No extreme hair accessories.
- Necklace and earrings must be office appropriate.