



FRONT OFFICE SUPERVISOR

We are looking for a motivated, guest service oriented individual to join our Front Office team at this upscale boutique property. The Front Office Supervisor will be responsible ensuring a seamless and memorable guest experience in line with the property's branding and service standards. In this hands-on role, the Front Office Supervisor will help oversee all aspects of the Front Desk operations; including guest services, reservations, shuttle services, and night audit.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Help lead the development of a workplace culture that places priority on exceptional guest service and sales
- Liaise with all other departments to ensure the status of guest rooms are accurate and guest requests/ requirements are met
- Assist in effectively handling, investigating and resolving guest concerns in a professional manner in order to aid in continuously improving services and offerings
- Aid in maintaining consistent compliancy with all AAA and other industry related standards to ensure the highest levels of guest service are provided
- Establish strong communication systems with Guest Agents to ensure the most up to date information on guest, group and hotel operations is readily available
- Support the Sales Manager and GM with meeting short term sales, rates, and revenue goals
- Maintain the property management system including the management of distribution channels, with assistance from the Sales Manager when needed
- Manage multiple priorities and demands; must be able to solve problems, support staff, as well as, perform duties of guest services (front desk agent, night auditor, concierge) when required
- Assist in ongoing and effective leadership, coaching, performance management and recognition of all Guest Experience Agents to support and reflect The Sidney Pier Hotel & Spa's core values and initiatives
- Hiring, training, scheduling of Front Office team
- Help lead in establishing a service culture that reflects the Sidney Pier's mission to create a "Home Away from Home" for our guests
- Create an environment which fosters continuous improvement while encouraging creativity and having fun
- Develop and maintain effective and productive working relationships with all other departments in the hotel
- Maintain effective and innovative incentive programs designed to motivate staff and grow financial targets

QUALIFICATIONS

- 2 years of progressive experience in Rooms Division
- Proficiency in Opera Property Management System, Excel, MS Office and other related programs
- Must be adaptable to change and able to multitask calmly and efficiently
- Excellent verbal, written and problem solving skills
- Excellent interpersonal, leadership and listening skills
- First Aid Certification an asset

If you are looking for a challenging and rewarding career, send a resume by e-mail in Word, rtf, text, or PDF to matthew.malek@sidneypier.com by Friday, July 14, 2017