

Guest Reception Manager

Role Summary

Reporting to the Director of Room Operations, the Guest Reception Manager is responsible for the leadership and supervision of the Guest Reception team. The Guest Reception Manager oversees the efficient and effective operations for all aspects of guest service.

Accountabilities

- Responsible for the day to day operations of the guest reception team
- Assist guest reception team during high volume periods and be visible and present for guest inquiries
- Act as Manager on Duty (MOD) as required
- Encourage, motivate and empower employees to perform their best, take responsibility for tasks and assignments, make decisions and provide input on possible improvements
- Compile and maintain the daily operations log and keys to success
- Track and maintain data on past/future room occupancy and other relevant information
- Ensure accurate communication of information and guest requests to all departments
- Personally welcome Marriott Elite and Reward members and look for opportunities to enhance their stay
- Deal efficiently with guest issues and ensure all requests are completed in a timely manner
- Handle all guest and internal customer issues and inquires in a courteous and efficient manner
- Work with Food & Beverage, Housekeeping and Engineering departments to complete guest requests and maintain communication of necessary information
- Collaborate with Director of Rooms Operations to develop and carry-out ideas and procedures to continuously improve department performance and guest satisfaction scores
- Responsible for ensuring that all associates are trained and knowledgeable in providing exceptional service
- Assist with associate scheduling based on business volumes and occupancy levels
- Prepare and conduct performance reviews of hourly associates
- Coach and develop associates through career development and advancement opportunities
- Ensure that department goals are communicated, understood, and met by associates
- Serve as an individual contributor and department role model by performing technical or functional job duties including checking guests in, lobby ambassador and taking reservations
- Work with leadership to ensure that hourly associates clearly understand their job roles, responsibilities and performance expectations
- Assist in the development of operating budgets and administer those budgets on an ongoing basis by monitoring and tracking expenses

- Manage scheduling in accordance with employment policies and budget targets
- Ensure that all time management and payroll processes are carried out in an accurate and timely manner
- Assist in development and implementation of employee orientation and training
- Hire, train, coach and develop a successful and enthusiastic team of front of house associates, engaging in performance management and positive coaching and counseling as needed
- Manage scheduling in accordance with employment policies and budget targets
- Welcome and acknowledge each and every guest with a smile, eye contact and a friendly verbal greeting, using the guest's name when possible
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Requirements

- 2 year diploma/degree from an accredited university in Hospitality, Travel & Tourism or related field
- 3 years of leadership experience in hotel operations, guest reception, or concierge
- Strong focus on exceptional customer service and experience with conflict resolution
- Working knowledge of property management systems
- Previous customer service experience required
- Ability to work in a fast paced environment
- Strong verbal and written communication skills

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces

JW Marriott The Rosseau Muskoka Resort & Spa is an equal opportunity employer committed to hiring a diverse workforce. Upon request by the applicant, accommodation options will be available in the local area.