

Guest Reception Lead

Role Summary

Reporting to the Guest Reception Supervisor, this position is responsible for assisting the Guest Reception agents as well as the Bell desk team in the day to day operation. This role provides guidance and direction to associates.

Accountabilities

- Assist associates with expediting problem payments (e.g., problems processing credit card)
- Follow up with guest regarding satisfaction with guest-related issues
- Count bank at the beginning and end of shift, balance and drop receipts according to Accounting specifications
- Process guest check-ins by confirming reservations, assigning room, and issuing and activating room key
- Attend meetings as required
- Process check-outs including resolving any late and disputed charges
- Answer, record, and process all guest calls, messages, requests, questions, or concerns
- Coordinate with Housekeeping to track readiness of rooms for check-in
- Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy
- Assist with training associates on technical and service aspects of the job, serve as a role model
- Address guest concerns, requests, or issues either individually or by enlisting the help of others
- Assist in preparing work schedules
- Issue and distribute uniforms and ensure associates are following grooming standards
- 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

- Diploma or Degree in Tourism or Hospitality, or working towards
- Minimum 1 year experience in a guest reception role in a resort or hospitality setting
- Previous supervisory experience a definite asset
- Ability to create a motivating environment for associates
- Proven fluency in MS Office tools (Word, Excel, and Outlook), and proficiency in computer keyboarding skills
- Proven track record in developing and maintaining service standards

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Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 10 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift

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.