

Position: Guest Service Manager (Hyatt Place - Second Asst. Mgr. - applicable to some Hyatt properties)	Department: Rooms (Front Desk)	Supervisor: General Manager	
Job Titles Supervised: Guest Service Rep's, Guest Service Shift Supervisor, Night Auditor, <i>Some locations include Van Driver and Breakfast Attendant (Hyatt Place includes Gallery Host)</i>	Date: July 23, 2018	FLSA: Salaried (Exempt)	Benefits: Management/HO FT

Overview:

The Guest Service Manager oversees the safe and efficient operation of the front desk, maximizes profitability, and ensures high levels of guest satisfaction are achieved. This position provides training, support and resources to the front desk staff. (Hyatt- will have oversight of the following departments: housekeeping, front office and food & beverage.)

This employee must display effective listening and communication skills, initiative, ability to work independently and in teams, and lead by example. He/she must be able to exercise good judgment and discretion, display effective problem solving skills, and provide excellent customer service. Additionally, he/she must have the ability to multi-task, maintain composure under pressure, and display a high level of professionalism, integrity, and follow through.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment. A background check will be conducted as a condition of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- **Working Safely** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive "can do" attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly "hello." Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, **immediately, all injuries** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- Develop and Implement an effective inventory and pricing strategy based on future demands & forecasts, current trends and historical data; Work with GM on revenue management strategic vision
- Review and monitor daily schedule to ensure adequate coverage based on forecasted occupancy
- Determine the optimal mix of business and manage distribution strategies on all channels to increase revenue and drive market share
- Manage all aspects of the reservations process (room reservations, secure deposit and send confirmation); use suggestive selling techniques, stay abreast of local rates, in-house strategy, group and special rate plans and packages, available inventory, etc.
- Keep up-to-date on in-house groups and functions (reviews group cover sheets to be aware of special needs and requests)
- Verify accuracy of information in property management system by entering data correctly and checking daily arrivals
- Oversee front desk accounting functions including cash banks, A/R, credit card processing and night audit functions
- Monitor reservations e-mail account; reply to e-mail correspondence in a timely, courteous, and professional manner; process e-mail requests/reservations accordingly
- Maintain full knowledge of all room types, features, locations, rates
- Check room availability and housekeeping/maintenance status, ensure against overbooking, and that guests are provided an inspected room
- Monitor rates and other revenue management functions daily, including balancing room inventory and group blocks
- Maximize room revenue and promotions; train others in suggestive selling techniques and proper processing of reservations
- Welcome and check-in guests in a friendly and efficient manner; exercise excellent customer service and phone etiquette
- Point of contact during an emergency; be familiar with all emergency procedures as documented in hotel Emergency Manuals
- Ensure transfer of information from shift to shift
- Know and maintain front desk systems and office equipment (proper operation and training of others)
- Monitor cash-handling standard operation procedures
- Account for assigned cash drawer(s) and cash balances; possess general knowledge of bookkeeping and audit procedures
- Maintain open lines of communication between Front Desk and other departments, i.e. Identify, communicate and follow-up on maintenance issues
- Train/Monitor proper operation and etiquette in department use of telephones and radios
- Answer and transfer calls in timely (3 rings) and courteous fashion
- Effectively handle all guest inquiries, requests and complaints; confirm guest needs have been met
- Maintain familiarity with local attractions, business locations, and points of interest
- Handle services for guests including guest mail, messages, telephone calls, faxes, wake-up calls, after-hours requests (i.e., extra towels, pillows etc.) ,and general inquiries
- Direct traffic inside the hotel with vendors, overnight guests, employees, meeting attendees, restaurant/lounge guests, visitors
- Confirm guest satisfaction at check-out and take appropriate corrective action if necessary
- Conduct monthly inspections of rooms and public areas to ensure compliance with department standards and guest expectations

Safety Responsibilities

- Prior to employees commencing their job duties, provide department/position specific safety orientation and safety training for any employees who are new to your department, or are assuming new duties. Provide ongoing safety training as needed or required. For example:
 - If responsible for Kitchen or Food & Beverage staff, ensure that any hotel employees that will use a knife to prepare food (servers, bartenders, etc.) are properly trained in safe knife use
 - If responsible for hotel van drivers, ensure they have complete the proper safe van driving training.
 - If responsible for Maintenance or Housekeeping staff, ensure they are familiar with OSHA workplace safety standards as they pertain to the hotel, safe lifting, use of ladders, use of chemicals
- Promote the company Safety Policies and Procedures; participate in Safety Committee meetings; take appropriate action to remedy safety concerns

Manager Responsibilities & Expectations:

- Support the hotel in achieving high performance levels in service and profitability
- Hold self and others accountable for achieving results
- Support a culture that promotes high employee morale and performance
- Provide strong leadership, motivate staff to reflect a high level of enthusiasm and guest satisfaction
- Respond to guest/employee concerns or complaints in a timely and courteous manner; (ability to effectively problem solve)
- Effectively coach, motivate, lead and resolve employee concerns by timely communicating on-going positive and constructive feedback
- Keep timely & accurate documentation via performance log, attendance record, and corrective action form. (***Must partner with GM/HR on all terminations***)
- Schedule staffing and assignment of daily duties to meet hotel needs while effectively controlling payroll
- Interview, select, train, and orient employees per OHM's process and procedures
- Set and adjust the rates of pay and status for direct reports (i.e. Full Time, Part Time, etc.)
- Ensure that payroll standards are being met (Verify compliance with PTO and Holiday pay policy)
- Review daily Time & Attendance punches in payroll and maintain Attendance Spreadsheet (log), accurately reflecting reasons for occurrences
- Review and maintain timely and accurate "status" of employees for benefit plans, i.e. Full Time, Part Time and Terminations
- Train team how to punch in, out and transfer departments (holds employees accountable)
- Aggressively manage workers' compensation claims (partners with GM/HR as needed)
- Use meetings, memos or bulletins to keep staff informed of hotel events, policies, etc.
- Attend and participate in Department Manager meetings to foster open lines of communication
- Participate in the annual budgeting process and effectively manage department expenses in line with the budget
- Assume managerial responsibilities for the hotel in the absence of the GM (Must be knowledgeable of emergency procedures)

Skills Required:**Core Skills:**

- ✓ **Leadership** – ability to effectively motivate, mentor, coach & counsel others to perform well (including appropriate documentation)
- ✓ **Customer Service** – deliver hospitable service that is attentive, friendly, efficient and courteous; demonstrate patience, tact and diplomacy
- ✓ **People Skills** – ability to collaborate, create rapport, and work effectively with others
- ✓ **Communication Skills** – ability to effectively listen & communicate professionally, both verbally and in writing
- ✓ **Problem-Solving & Analytical Skills** – ability to identify the issue, collect and analyze information to understand the problem and effectively resolve. Identify, recommend, and implement best practices
- ✓ **Judgment & Discretion** – appropriately handle confidential and sensitive information
- ✓ **Organizational & Time Management Skills** – ability to appropriately schedule time to meet job demands, multi-task, prioritize, follow through, and work efficiently with limited supervision
- ✓ **Aptitude & Adaptability** – ability to learn quickly and adapt to changing priorities and business needs
- ✓ **Composure** – ability to maintain composure and work under pressure, managing stress to meet business demands. (Calmly handle all customer and employee interactions & issues)
- ✓ **Attention to Detail** – ability to follow instructions and achieve thoroughness and accuracy when accomplishing tasks
- ✓ **Computer skills/ Technical Aptitude** – proficiency in computer technology, i.e. e-mail, MS Word, Excel, & other hotel related systems. Utilize technology to enhance organizational efficiency
- ✓ **Training** – ability to share knowledge and act as a resource in teaching others to perform tasks efficiently and safely

Technical Skills:

- ✓ Ability to troubleshoot basic computer/printer/photocopier/fax/phone technical problems

Experience / Education:

2 plus years' of guest services experience required (preferably in a hotel environment); management or previous supervisory experience preferred; Associates Degree and/or equivalent work experience; Bilingual in Spanish is a plus

Performance Measurement:

90 Day probationary review, on-going feedback from supervisor, attendance, productivity, feedback from others, employee turnover, accidents/ incidents (Work Safety History), cash over/short

Physical Demands:

Work is performed in a hotel environment. Requires flexible working hours including nights and weekends; Extended workdays may be required to accomplish tasks and meet workload demands during peak periods. Potentially requires extended periods of walking or



standing, frequent computer keying using both hands, and viewing material on a computer screen. There is also the potential for kneeling and occasional lifting of objects up to 50 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager

Date

Employee Signature

Date