



Guest Services Supervisor

INTERNAL JOB OPPORTUNITY

Department: Front Office

Reporting to: General Manager

SUPER 8 YELLOWKNIFE is looking to attract a dynamic, knowledgeable professional to lead our hotel into greatness as the Guest Services Manager. The ability to motivate, train, and excite staff is integral. Extensive knowledge of PMS systems, revenue management and staff development are vital to success in this position. Proven ability to set and achieve goals is just as important.

BASIC RESPONSIBILITIES:

- Creating high levels of guest satisfaction through dedication to customer service in all guest interactions
- Selection, orientation and training of qualified personnel
- Maximization of room revenue by utilizing yield management techniques to emphasize occupancy and average rate
- Controlling labour costs of Front Desk staff and ensuring that Front Office operates within the approved budget

SKILLS, ABILITIES AND QUALIFICATIONS:

- Two years related experience with Front Desk operations in a supervisory or management capacity
- High degree of customer service orientation, integrity and ethics
- Proven computer, typing and accounting skills
- Ability to enforce hotel standards, policies and procedures
- Capable of managing multiple priorities and working under pressure
- Able to maintain a flexible work schedule, including weeknights and weekends
- Required to use discretion in dealing with confidential information

If you feel you are right for this position, please submit your resume to:

General Manager Super 8 Yellowknife
Fax 867-669-8801
gm@super8yellowknife.com

Please note, as a general rule, Pacrim does not pay for relocation expenses.

Deadline for Application: Friday, 23 July 2010