

Guest Service Manager



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Phone :
Web :

Job Summary

Vacancy :
Deadline : Jan 01, 1970
Published : Dec 24, 2024
Employment Status :
Experience :
Salary :
Gender :
Career Level :
Qualification :

Job Description

If a career working in the fast-paced hospitality industry is where your passion is, then a position as a Guest Service Manager for our hotel might be in line with your aspirations. We are now hiring a Professional, Engaged, Smiling, Friendly Face to handle our Guest Service Team and ensure that all operations are carried out smoothly and effectively. He/she has a major responsibility of ensuring customer satisfaction and making sure that our hotel business increases along with our service . The Guest Service Manager focuses on the client's needs and requirements and ensures that they are being fulfilled. He/she implements a service culture that will help in improving the hotels guest satisfaction that will eventually lead to an increasing number of guests. Candidate must have a flexible schedule and must be able to work weekends and holidays. Candidate must possess a good work ethic, be reliable, and be able to successfully work as part of a team as well as independently with minimal supervision. Candidate must possess good problem solving skills as well excellent communication skills.Candidate is required to follow all company standards and codes of conduct. Responsibilities Oversee daily front desk operations to ensure exceptional guest service and satisfaction. Manage guest relations by addressing inquiries, resolving complaints, and providing information about hotel services. Train and supervise front desk staff, ensuring adherence to hospitality standards and phone etiquette. Coordinate with other departments to enhance the guest experience and facilitate smooth operations. Maintain accurate records and reports related to guest services and hotel management. Job Type: Full-time Pay: \$19.28 - \$23.22 per hour Benefits: 401(k) Dental insurance Employee discount Flexible schedule Health insurance Paid time off Vision insurance Schedule: 8 hour shift Evening shift Holidays Morning shift Night shift Overnight shift Work Location: In person

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
