



Position	Division	Department	Payroll Status	Start Date	End Date
GUEST SERVICES SUPERVISOR	ROOMS	GUEST SERVICES	Full Time	now hiring	REGULAR

JOB SUMMARY: Oversee the daily operations of the Front Desk Department and Guest Service areas. Ensure that front desk and communications meet hotel standards for maximum guest satisfaction. Act as the main contact for guests and other hotel departments in the absence of the Front Office Manager.

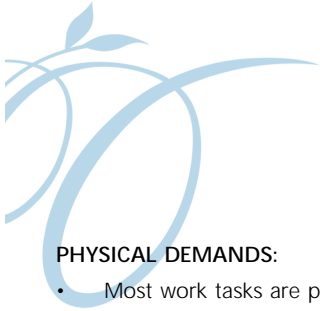
ESSENTIAL JOB FUNCTIONS:

- Ensure ARRIVAL process by associates, proper recognition of SPG members, 15/10/5 rule is being followed by all associates, check out is efficient, and telephone service. Observe front desk agents and ensure that established procedures are completed in accordance with policy and procedure, i.e., proper public relations techniques are utilized, guests are handled both courteously and professionally, proper identification, input of personal information, and credit are established and all posting, rate schedules, packages, cash transactions, account settlements and deposits are handled correctly.
- Oversee front desk, telephone attendants, and Concierge and ensure that their duties are completed in accordance with established policy and procedure,
- Direct and train Concierge, front desk staff and operators. Assist in new-hire and on-going training. Direct and assist Concierge, front desk staff and telecommunications in organizing breaks, ensuring that all work is completed efficiently and according to schedule. Train all associates in Marketplace and SOP's.
- Arrive at workplace on time in full uniform prepared with tools and all equipment needed for service. Review current day's expected arrivals and check all VIP and special request reservations to ensure that they are pre-registered, blocked properly and other departments are notified of room assignment. Review the daily room availability and inform staff in Buzz sessions. Check status of departures on a daily basis. Check Club Lounge and ensure open and closed on time as well as operated efficiently. Make sure all stock for necessary printing is ordered. Relay all pertinent information to front desk agents, telecommunications, the following shift supervisor, Night Audit, and the Front Office Manager. Ensure Night Audit is processing all tasks correctly and completely. In absence of Bell Captain oversee the Valet and Bell Departments.
- Ensure all necessary reports and forms are completed daily.

REQUIREMENTS:

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Extensive knowledge of the hotel, its services and facilities.
- Must have excellent customer relations skills and leadership capability.
- Must be detail oriented with outstanding organizational and communication skills.
- Must possess basic computational ability.
- Must possess basic computer skills.
- Must have excellent leadership capability and customer relations skills.
- Working knowledge of federal, state and local laws governing equal employment opportunity and civil rights, occupational safety and health, wage and hour issues, and labor relations, including, but not limited to the following statutes and their comparable state and local laws (where applicable): Title VII, ADEA, Equal Pay Act, Pregnancy Discrimination Act, FLSA, ADA, OSHA, FMLA, and NLRA.





PHYSICAL DEMANDS:

- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems.
- Must be able to sit at a desk for up to 4 hours per day. Walking and standing are required the rest of the working day. Length of time of these tasks may vary from day to day and task to task.
- Must be able to exert well-paced ability to reach other departments of the hotel on a timely basis.
- Must be able to lift up to 15 lbs. occasionally.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and subordinates.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.
- Must have finger dexterity to be able to operate office equipment such as computers, printers, 10-key adding machine, electric typewriter, multi-line touch tone phone, filing cabinets, FAX machines, photocopiers, dolly and other office equipment as needed.

QUALIFICATIONS:

- 1-3 Years Hotel Supervisory Experience required.
- 1-3 Years Concierge experience preferred.

Contact: Please visit www.sheratoncarlsbad.com/employment.aspx to complete an application for employment and email to employment@sheratoncarlsbad.com

