

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE:	Guest Service Manager
REPORTS TO:	Front Office Manager
SUPERVISES:	Service Express Supervisors, Agents, SPG Specialist, Attendants, Concierge and Valet team.
UPDATED:	March 2012

OVERVIEW:

Supervision of the day to day operation of the Service Express Department, which include the command center, front desk, bell services and valet; Coach, train and motivate Service Express associates. Ensure the Westin standards are being adhered to with our service levels and abide by all Westin and Starwood standards, policies and procedures.

MAJOR DUTIES & RESPONSIBILITIES:

- Maintains regular and constant contact with Service Express® Associates and monitors their contact with guests
- Makes certain that associate interactions with guests are following Westin Brand Guidelines
- Provides constant feedback to department head concerning service issues, including guest desires, complaints and comments
- Assists with the training of Service Express® Associates and makes certain that they are trained in all areas of Service Express®
- Maintains the schedule of Service Express® Associates in cross-functional activities
- Empowers and coaches associates in providing technically proficient, courteous and timely service

MAJOR DUTIES & RESPONSIBILITIES CONT'D...

- Maintains up-to-date status on in-house groups, functions, arrivals and departures. Reviews VIP arrivals and makes certain that guest's needs for special requests are met
 - Conducts monthly departmental meetings
 - Manages and motivates team success in departmental incentive programs
 - Presents innovative ideas to hotel management
 - Makes certain that the Starwood approved Service Express® technology is used to its fullest capacity
 - Conduct Quarterly Dialogues with each direct report
 - Work with FOM and HR to look at development planning
 - Participate in cross-training with Housekeeping
 - Ensure associates are trained in the safe work procedures associated with all of their tasks
 - Promote safety awareness to associates and demonstrate that safe job performance is the number one priority
 - Ensure compliance with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC
 - Ensure associates report any unsafe conditions, practices or injuries as soon as possible and take appropriate actions
 - Set a good safety example
 - All other duties as assigned
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SKILLS AND EXPERIENCE:

- Must be able to build and maintain credibility and relationships with customers (internal and external)
 - Strong organization and planning skills
 - Strong working knowledge of MS Office applications – Word, Excel, PowerPoint
 - Basic computer knowledge
 - Detailed knowledge of Whistler area and available services
 - Proven ability in managing time is critical; must be able to plan and execute effectively and efficiently
 - Leadership, management and supervisory skills
 - Previous experience in a similar role in a similar size/type of property
 - Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
 - Ability to create, implement and monitor hotel and staff goals, strategies, policies and training
 - Ability to access, input, analyze and retrieve information from computers
 - Experience using Galaxy UX, Lightspeed, Starguest and MICROS an asset
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GENERAL REQUIREMENTS:

- Diploma or certificate in Hotel/Restaurant Management or the equivalent is an asset
 - Possession of, or ability to obtain First Aid Certificate
 - Must be able to sit at a desk for up to 8 hours per day
 - Requires manual dexterity to use and operate all necessary equipment
 - Diploma or certificate in Hotel/Restaurant Management or the equivalent is asset
 - Must be able to stand and exert well-paced mobility for up to 8 hours in length. Must be able to lift up to 15 lbs. on a regular and continuing basis
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