



FRONT DESK SUPERVISOR

What's your passion? Whether you're into sports, shopping or karate, at VIP Hospitality Group we're interested in YOU. At VIP, we look for people who are wired to share our core values – vision, integrity, passion, and humility. Are you able to apply the same amount of care and passion to your career as you do to your hobbies - placing our guests at the heart of everything you do? If this is you, VIP Hospitality Group would be honored to have you join our friendly and professional team.

JOB OVERVIEW

The Front Desk Supervisor is responsible for ensuring the highest possible level of satisfaction to our guests by being proactive in all aspects of service delivery and performance. They coordinate front office activities to assure that guest service standards are consistently met and an optimum number of rooms are occupied. This role involves supporting the General Manager in everyday hotel operations.

DUTIES AND RESPONSIBILITIES

- Manages day-to-day operations and assignments of the front desk team; schedule, plan, and assign work
- Leads the front office team to ensure guests are greeted upon arrival and receive prompt, professional attention and personal recognition
- Assists in managing hotel revenue generation and maximization through full utilization of company systems, business processes, and specifications such as up-selling strategies and techniques
- Ensures billing instructions and guest credit for compliance with hotel credit policy and ensure all transactions are handled in a secure manner
- Manages the process of cash and credit card transactions according to standard operating procedures, including posting all charges, completing cashier and other reports
- Actively promotes employee participation in hotel culture
- Drives high team performance of goals and objectives by being actively involved in team's performance and development through training, direct feedback, and coaching
- Assists the front desk team in being properly trained to deliver the best service possible
- Responds appropriately to guest complaints and implements appropriate service recovery guidelines in order to ensure total guest satisfaction
- Seeks and uses guest feedback to build relationships with guests, and drives continuous improvement in guest satisfaction
- Ensures that special needs and requests of guests, and VIPs are fulfilled

QUALIFICATIONS AND REQUIREMENTS

- 1 years Front Office/Guest Service experience including some supervisory experience preferred
- Must speak fluent English
- Flexible work schedule
- May be required to work nights, weekends and/or holidays

BENEFITS:

- Bonus/Incentive programs
- Upward mobility/advancement opportunities
- Health benefits for full-time associates
- Paid time off
- Hotel room discount access

So what's your passion? Please get in touch and tell us how you could bring your individual skills to VIP Hospitality Group.

VIP Hospitality Group is an equal opportunity employer Minorities / Female / Disabled / Veterans