

Guest Services Associate *Foster Supply Hospitality* Livingston Manor, NY

Overview: Guest Services Associate at The DeBruce

REPORTS TO Guest Services Manager

SUPERVISES Housekeepers

COMPENSATION \$16 to \$20 per Hour, Depending on Experience

HOURS PER WEEK Full Time Part Time Available

DAYS REQUIRED Weekdays, Weekends, Holidays

SUMMARY DESCRIPTION

Supports the property Guest Services Managers to coordinate, manage, and direct the day to day operation of The DeBruce, a busy year round inn with a restaurant and regular wedding and event activity.

DUTIES and RESPONSIBILITIES

At Foster Supply Hospitality we are a Team. The first and largest expectation and duty is that of being a productive, positive, and willing member of a dynamic team.

Supporting the General Manager or Guest Services Managers to run the day to day inn operations

Communicating with guests, fielding requests, managing reservations, managing the check-in and check out process, coordinating guest experiences, following up with guests after departure

Learning and utilizing computer systems, including Front Desk booking software and Upserve POS system.

Directly supervising housekeepers; maintaining the inns physical appearance both inside and outside

Developing positive working relationships with owners, directors, and co workers

Managing costs and expenses

Assisting as needed with breakfast program for guests, including set up, light preparation, and breakdown

Ensuring compliance with all company safety protocols, including those specific to Covid 19

QUALIFICATIONS

A hospitality customer service mindset

High school degree or equivalent

Previous hospitality guest services experience preferred

Must be flexible and able to work weekends, holidays, and early mornings

Strong computer skills

Excellent communication skills, both written and verbal, including phone etiquette

Attention to detail as well as problem solving, organizational, and prioritization skills

Positive attitude, friendly, and customer service skills

Strong teamwork and leadership skills

Must be able to multi task

WORKING CONDITIONS

Mostly indoors

May need to travel between buildings year round

Some outside work may be required

PHYSICAL REQUIREMENTS

This position can be physically demanding including Standing, stooping, sitting. Walking up and down stairs may be required. Must be able to lift 50lbs. This is not a sitting behind a desk role, it involves constant activity and interaction with guests and other co-workers

Available Employee Benefits may include

Employee Group Health Plan (available to full time employees who work 30 hours per week or more waiting period applies)

A generous employee discount in our restaurants

Temporary, transitional housing for new hires relocating to our region (available for select positions only)

Learn more about us at www.fostersupplyco.com.

Foster Supply Hospitality and its affiliated businesses are equal opportunity employers and do not discriminate against job applicants or employees on the basis of race, color, religion, national origin, age, citizenship status, disability status, sexual orientation, gender identity or any other class protected by law.

Job Types Full time, Part time

Pay \$16.00 to \$20.00 per hour

Benefits

Dental insurance

Employee discount

Health insurance

Paid time off

Referral program

Vision insurance

Schedule

8 hour shift

Day shift

Holidays

Weekend availability

Apply: Email: Joinus@fostersupplyco.com