

## Guest Services Manager \*Foster Supply Hospitality\* Livingston Manor, NY

### **Guest Services Manager**

#### **REPORTS TO General Manager**

#### **SUPERVISES Guest Services Associates, Housekeepers**

#### **COMPENSATION \$40,000 to \$45,000**

#### **HOURS PER WEEK Varies Full Time**

#### **DAYS REQUIRED Weekdays, Weekends, Holidays**

### **SUMMARY DESCRIPTION**

We are looking for two energetic and motivated Guest Services Managers to join the teams at Foster Supply Hospitality's Kenoza Hall. This position coordinates, manages, and directs the overall operations of the Inns. The ability to develop a team is essential to the success in the role.

### **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

Managing the day to day operations of the inn, including room reservations to maximize revenue and profit, while providing an outstanding guest experience

Learning and utilizing computer systems, including Front Desk booking software and Upserve POS system, and OTAs such as Hotel Tonight

Hiring, managing, scheduling and supervising inn staff (including guest services personnel and housekeepers)

Creating and implementing checklist procedures for the team

Maintaining the cleanliness and overall appearance of the property

Developing positive working relationships with company owners and directors

Collaborating with CFO, CRO and Director of Room Operations to manage costs and expenses, developing and adhering to budgets, and taking ownership of property financial performance against established goals

Working with Director of Sales to acquire and execute event business, including acting as point person for the lodging

Working with Marketing Manager to actively promote the property, including assisting with social and digital media outreach

Communicating and working with Facilities Manager to assure functionality, upkeep, and deadlines of repairs are being met

Owning the Facilities Maintenance Schedule, with support from Facilities Manager

Communicating with guests and fielding their requests via phone and email prior to their stay, preparing for a seamless arrival, coordinating dinner reservations, activities and experiences during their stay and following up after they have departed

Conducting daily breakfast service for guest which includes set up, light preparation, and breakdown of breakfast spread

Managing and maintaining all guest common spaces

Have a thorough understanding of and ability to housekeep and flip rooms to support the housekeeping team when needed

Managing and maintaining the facilities, including light yard and landscaping work

Developing and managing community relationships with the Chamber of Commerce, Main St Business Alliance, etc

## **QUALIFICATIONS**

A hospitality customer service mindset

Prior experience in leadership roles in guest services management is preferred

College degree is preferred

Must be flexible and able to work weekends and holidays

Strong computer skills

Excellent communication skills, both verbal and written

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

Friendly with a positive attitude

Strong customer service skills, including the ability to diffuse difficult situations in a professional and diplomatic manner

Must be able to manage, motivate and inspire a team

Must be able to multitask

## **WORKING CONDITIONS**

Mostly indoors

May need to travel between properties year round in all weather conditions

Some outside work may be required

## **PHYSICAL REQUIREMENTS**

This position can be physically demanding. Standing, stooping, sitting. Walking up and down stairs may be required.

Must be able to lift 50lbs.

## **BENEFITS**

Paid Time Off

Health, Dental, and Vision Insurance

Staff Discounts at all Foster Supply Hospitality properties

Temporary housing opportunities are available

Job Type Full-time

Pay \$40,000.00 to \$45,000.00 per year

### **Benefits**

Dental insurance

Employee discount

Health insurance

Paid time off

Referral program

Vision insurance

**Apply:** Email: [Joinus@fostersupplyco.com](mailto:Joinus@fostersupplyco.com)