

ShieldHOTELS

Position Title: Guest Service Manager

Reports To: General Manager

Date Written/ Revised: 3/21/2025

Position Purpose:

The Guest Service Manager (GSM)/Sales Manager is responsible for assuring that the level of service extended by front office employees follows all franchise and corporate service standards. Additionally, the GSM is responsible for adhering to all policies and procedures to assure room revenues are maximized.

Examples of Duties:

- Trains all front office employees on the proper usage of computer systems required for the successful operation of the Front Office
- Communicates effectively both written and verbally to provide clear direction to staff
- Assign and instruct Guest Service Representatives in details of work
- Observes performance of Guest Service representatives and encourages and trains on improvement
- Schedules Guest Service Representatives to meet the budget, while maximizing satisfaction of guest services provided
- Remains calm and alert, especially during emergency situations and/or heavy hotel activity
- Resolves customer complaints by conducting thorough research of the situation and providing the most effective solution
- Effectively deals with internal and external customers, some of whom will require high levels of patience, tact, and diplomacy to diffuse anger and collect accurate information

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- Prepares daily forecast of expected arrivals and departures. Requires analysis and judgement skills
- Assures all Shield policies are adhered to, including but not limited to: ensuring employees are in proper uniforms, incident reports are filled out quickly, and efficiently, etc.
- Completes the Shield weekly forecasts and submits them to General Manager for approval
- Communicates all guest feedback to General Manager or appropriate department heads to ensure ultimate guest satisfaction

Other:

- Regular attendance in conformance with the standards, that may be established by Shield Hotels from time to time is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the Hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with Shield Hotels rules and regulations for the safe and efficient operation of Hotel Facilities. Employees who violate Hotel Rules and Regulations may be subject to disciplinary actions, up to and including termination of employment.
- Complete all other duties as assigned

Specific Job Knowledge, Skills, and Abilities:

- Ability to effectively operate front desk equipment, included but not limited to Computer and photo-copy machine
- Communicates effectively, both written and verbally, in English to ensure clear direction is provided

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Grooming Standards:

All employees must maintain a neat, clean and well-groomed appearance in line with handbook standards, as well as food and beverage health and safety standards.