



DEERHURST
Resort

CAREER OPPORTUNITY

We are “the best place to experience everything Muskoka has to offer”. We are looking for the right people to join our team who are dynamic, caring, and enjoy servicing the needs of others. If you love working in a fast pace environment and have the ability to effectively adapt to change, we would like to hear from you!

GUEST SERVICE MANAGER

Position Summary

The successful candidate will be responsible for the guest service experience, primarily viewing and improving from the guest’s perspective. Reporting to the Front Office Manager, the selected candidate is part of the Guest Services leadership team.

Duties & Responsibilities:

- Recognizes and greets all guests and team members first
- Provides exceptional and professional service to our guests and team members
- Ensures the well-being of our guests and team members by being alert to and reporting potential hazards
- Models all Deerhurst Resort Standards while caring for the guests, co-workers and owners
- Comfortable making responsible decisions and develops recommendations for effective problem solving
- Responds to and actions service issues that arise in accordance with our Pillars, Service Commitments and Culture
- Communicates relevant information and observations to appropriate departments regarding hotel operations, and the guest experience for both individual and group contacts
- Seeks feedback from guests on the service we provide
- Ensures that guest and associate concerns are resolved in a professional and timely manner
- Participates in communication meetings and supports all members of the resort’s leadership
- Monitors lobby area and all public spaces for cleanliness, maintenance, security and functionality
- Responds to all emergencies involving the hotel, our guests and associates
- Creates and standardizes a VIP process from reservation, room blocking, room drop, pre-arrival, arrival and departure experience
- Recognizes and acknowledges VIPs and is proactive in meeting their needs
- Coordinates and is responsible for all “protocol” visits, which includes itinerary, dining room reservation and greeting
- Ensures all areas of service including Food and Beverage, Guest Services, Housekeeping, Maintenance are meeting and/or exceeding the guest’s expectations by working with the leadership team and associates and championing Guest Name Recognition throughout the resort.
- Behaves in a manner that demonstrates environmental commitment and ensure the resort abides by it’s commitment to the environment

Skills, Abilities & Attributes

- Guest oriented with a sincere, helpful, caring and friendly personality
- Able to work well with others
- Able to take initiative within given guidelines
- Pays precise attention to detail, order and cleanliness
- Has exceptional energy, flexibility and professionalism
- Enjoys offering exceptional service and meeting the needs of others
- Has effective communication skills (verbal, listening, writing)
- Able to adapt in a fast pace, constant changing environment within a dynamic work schedule
- Comfortable making responsible decisions and develops recommendations for effective problem solving
- Highly motivated, goal and results oriented individual who thrives under pressure
- Excellent organizational, written/verbal communication and interpersonal skills
- Professional in presentation and demeanor
- Comprehensive knowledge of Front Office operations, policies and procedures
- Operational knowledge of Host (PMS), Excel and Word
- Must have the ability to lift up to 20lbs occasionally or 10lbs frequently to move luggage, carry boxes, etc.
- Valid Ontario driver's license with clean driving record required

Education & Experience

- Management Degree or Diploma in Hospitality or Tourism an asset
- Previous experience as a supervisor/manager as well as training skills in a guest service area
- Proven commitment to guest service and exceeding guest expectations
- Proven ability to effectively lead, motivate and develop teams

1 Easy Way to Apply!

- www.deerhurstresort.com/careers