

JOB DESCRIPTION

Holiday Inn & Suites Ottawa Kanata

Title:	Guest Experience Manager (reporting to General Manager)
Department:	Guest Services
FLSA Status:	Salaried
Effective Date:	Immediately

Scope:

Manages and leads activities of the Front Desk (Guest Service Representatives, Night Audit, Guest Experience Champion and Loyalty Champion), Pool and Fitness Area, Business Centre, and Convenience Court, maintaining established operational standards and maximizing profits for the hotel. Promotes and develops a Service Culture commitment for our guests and employees throughout the hotel.

The Guest Services Manager will inspire leadership within the Front Office departments and communicate areas of concern to the General Manager. As a senior member of the Management Team will support and develop the overall direction of the Hotel.

Primary Responsibilities:

- Manage all aspects of the Front Desk, Night Audit, Reservations, Guest Experience Representatives, Guest Experience Champion, and Loyalty Champion.
- Ensure that staff is fully knowledgeable and familiar with hotel facilities, daily functions, and hotel promotions
- Direct, supervise and develop the front office team towards a culture that fully embraces guest satisfaction
- In conjunction with the General Manager and Director of Sales lead the hotel Revenue Management Team, driving the implementation and execution of forecasts and programs to maximize revenue; including monitoring competition pricing, recommending appropriate action and leading weekly revenue meetings
- In conjunction with the Director of Sales monitor market key performance indicators through all available channels to make recommendations, guide group/LNR pricing strategies, and uncover market penetration opportunities
- Drives hotel online presence initiatives.
- Recommend, develop and implement incentives designed to increase revenues, guest and employee satisfaction.
- Co-Chair the hotel Hospitality Committee, driving superior levels of Overall Guest Satisfaction
- Proactively manage Heartbeat, ensuring follow up to guest survey feedback, while ensuring that corrective action is taken in order to ensure 100% guest satisfaction.
- In conjunction with the Guest Experience Champion and Loyalty Champion ensure hotel's compliance with IHG Rewards Club standards

- Assist hotel leadership as directed with development of special reports and /or special projects.
- Develop, and prepare room revenue budget & business plan in cooperation with the hotel revenue team, and operating budget for the department.
- Ensure application of credit policies, controls and handling of financial transactions.
- Complete Guest Service Representative tasks as required
- Ensure familiarity of Night Audit duties by working minimum 2 shifts alongside audit team.
- Fulfills Manager on Duty shifts.
- Demonstrates and supports by their actions the IHG True Hospitality Program: True Attitude, True Confidence, True Listening, True Responsiveness
- Present a professional image at all times and maintain a positive professional attitude in all interactions

Note: Other duties as assigned by management

Qualifications:

- **Minimum of two years leadership experience within hospitality industry.**
- **Completion of post-secondary education in the Hospitality field and/or equivalent industry experience**
- **Ability to deal with all levels of management, guests and staff in a professional manner.**
- **Excellent organizational and communication skills. Self motivated. Ability to work within tight deadlines.**
- **Excellent knowledge of property management software systems**
- **Excellent knowledge of revenue management**
- **Experience in staff management, recruitment, training and motivating**
- **Availability to work a variety of days, evenings and weekends as required.**

▪ **INTERESTED APPLICANTS PLEASE RESPOND BY:** December 8, 2017

**PLEASE FORWARD RESUMES
IN CONFIDENCE TO:**

**Alana Haining, General Manager –
Fax: 1-613-271-3060
E-mail: alana@hisottawa.ca**

Submission of resume does not guarantee an interview. Qualified applicants that have a minimum of one-year service in their current position are encouraged to apply.

Westmont Hospitality Group is committed to accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The HR Department will work with applicants requesting accommodation at any stage of the hiring process. This document is available in alternate format on request.