



Inn at Laurel Point

Outstanding Workplace of the Year Award, Chamber of Commerce (2018)
Employer of the Year Award, Tourism Vancouver Island (2018)

Job title: Guest Services Manager

Job Status: Full-time, Permanent

Summary of Position:

To represent the Inn at Laurel Point in all guest interactions as an “Elegant, Pacific Rim Inspired waterfront inn where memories are created.” The Guest Services Manager acts as the lead role within the Front Office department focusing on the supervision and administration of the Front Office department.

Responsibilities:

- Oversee the daily operations of the Front Desk, Switchboard, and Bell Desk
- Provide exceptional customer service to all guests
- Handle and resolve customer complaints in a timely manner
- Be the contact person for security issues at the hotel
- Prepare group agendas including: billing, and attending “Precon” meetings
- Monitor and manage guestroom inventory through efficient and accurate room controlling
- Ensure service standards in all areas of responsibility are adhered to and continually improved by monitoring all guest feedback communication channels
- Work to ensure Guest expectations are exceeded through customer service, experience enhancement and written communications
- Assists in managing the profitability of the Front Office by taking ownership of revenue generating sources such as the upselling, ancillary sales and cost control of inventory and labor
- Ensure the collective agreement and the Hotel’s Standards of Conduct are maintained in all areas of responsibility
- Ensure schedules and vacation requests are completed in the appropriate times
- Assist with the completion of annual performance appraisals for colleagues
- Assist in the development of guest programs
- Liaise with other departments to ensure the guest’s experience is seamless
- Assist with the development of an enthusiastic and guest driven team through recruitment, personal and professional development and reward, enabling all colleagues to deliver the highest level of personalized guest service
- Assist with the performance management of colleagues, including coaching and disciplining and resolve any colleague issues

- Ensure colleagues are complying with our policies, procedures and safety standards
- Participate in and contribute to departmental meetings
- In the absence of the Night Manager, provide leadership coverage during the overnight shift: 10:30pm – 7am
- Any other general duties as assigned by Director of Rooms

Qualifications:

- Working knowledge of hospitality Front Office operations required
- Previous management/supervisory experience in hospitality Front Office operations an asset
- Sound working knowledge of Microsoft Windows applications
- Experience in a unionized environment an asset
- Knowledge of Opera Property Management System an asset
- Post-secondary education in Hospitality & Tourism Management an asset
- Passion for guest service
- Excellent interpersonal skills and professional demeanor
- Excellent written and verbal communication skills
- Excellent time management skills
- Must possess a high level of attention to detail and accuracy
- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Must be an “Out of the Box thinker” and have a resourceful personality
- Understands the importance of creating a fun and rewarding work environment
- Proven ability to lead, coach and motivate colleagues
- Previously trained new or existing team members
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

Job Requirements:

- Ability to work weekdays, weekends, statutory holidays between , 7:00am – 3:30pm, 2:00pm -10:30pm
- In the absence of the overnight Guest Services Manager, provide leadership coverage during the overnight shift: 10:30pm – 7am
- Valid Food Safe Certificate required
- Serving It Right Certificate required
- BC Driver’s license required with the ability to drive both standard and automatic

Reports to: Director of Rooms

Closing Date: Please submit your application as soon as possible as applications will be reviewed daily.

Apply Now! Please email your resume to Ann Reeves, Human Resources Manager at careers@laurelpoint.com. For more information, contact Ann directly at 250-414-6726.

What's in it for you?

- Competitive Salary
- Comprehensive benefits package: BC Medical, extended healthcare & life insurance, critical illness insurance, employer-sponsored RRSP contribution plan
- A fun & friendly workplace culture that embraces diversity
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- AURA waterfront restaurant + patio staff discount - 50%
- Friends & Family hotel discount (so you can show off your amazing workplace)
- Candidate referral bonus - \$300
- Industry discounts
- Leader of the month recognition program
- Workshops
- Skill and advancement training programs

Summary of Company:

Inn at Laurel Point is an elegant, Pacific Rim-inspired waterfront hotel located downtown on Victoria's Inner Harbour. It was the first carbon-neutral hotel in BC and, Condé Nast Traveler has rated the Inn as one of the top 25 hotels in Canada. For more information visit www.laurelpoint.com.

We won't give you a job. We'll give you a lifestyle.

- **Do you strive for excellence?** It's one of our benchmarks - in relationship, fair business practice and in the standards we uphold.
- **Do you uphold respect?** Respect for guests and colleagues is paramount. It's our foundation for learning and growing.
- **Are you curious?** Seeking to understand and challenge conventional thinking allows us all to find new ways to succeed.
- **Are you responsible?** As stewards and caretakers, we aim to leave a legacy of independence, innovation and responsibility in all we do.

We're looking for people who want a career that defines who they are. Because this is not just a job. It's an expression of your values and ours. We're more chameleons than corporate. More approachable than distant. Yet we're always professional and 100% committed.

We also value innovation. We want people who prefer to count on their inner resources and flexibility over rigid policies and procedures. And in return, we'll treat you as we do our guests: with sincerity, an open mind and respect.

This is a company for real people. Interesting people. People in search of a place to stay and make a difference.

If that's you, let us know.

Thank you for considering Inn at Laurel Point as your employer of choice!

