

# JOB POSTING

**Job Title:** Front Desk Supervisor

**Job Status:** Permanent. Hours may vary based on hotel occupancy.

**Start Wage:** \$25.31 per hour - \$25.81 per hour (at 1 yr.) + commissions

## Summary of Position:

To represent Inn at Laurel Point in all guest interactions as an “Elegant, Pacific Rim Inspired waterfront inn where memories are created.” The Front Desk Supervisor assists the Guest Services Manager in supervising the daily operation of the Front Office.

## Responsibilities:

- Oversee the daily operations of the Front Desk, Switchboard, and Bell Desk in the absence of the Guest Services Manager
- Provide exceptional customer service to all guests
- In the absence of the Guest Services Manager, acts as the Manager on Duty, efficiently dealing with complaints, problem solving, special requests and health and safety issues
- Handle and resolve customer complaints in a timely manner
- Monitor and manage guestroom inventory through efficient and accurate room controlling
- Ensure service standards in all areas of responsibility are adhered to
- Ensure the collective agreement and the Hotel’s Standards of Conduct are maintained in all areas of responsibility
- Ensure colleagues are complying with our policies, procedures and safety standards
- Maintain a safe working environment, and ensure departmental awareness of health and safety standards
- Liaise with other departments to ensure the guest’s experience is seamless and work closely with the Housekeeping team to ensure high priority rooms are cleaned on time
- Ensures that daily operational issues are properly recorded and communicated to respective leaders
- Assist with the training and development of all Front Office team members
- Ensure that appropriate communication between shifts and other departments take place regarding any changes
- In the absence of the Guest Services Manager (Overnight), provide leadership coverage during the overnight shift: 10:30pm – 7am
- Any other general duties as required

## Qualifications:

- Working knowledge of hospitality Front Office operations required
- Previous management/supervisory experience in hospitality Front Office operations, or related 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
- Ability to work effectively with limited supervision
- Experience training new or existing team members an asset
- Sound working knowledge of Microsoft Windows applications
- Knowledge of Opera Property Management System an asset
- Post-secondary education in Hospitality & Tourism Management an asset
- Experience in a unionized environment an asset
- Valid Food Safe Certificate required
- Serving It Right Certificate required
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

#### Job Requirements:

- Flexible availability for shift work (early mornings and late evenings)
- Ability to work the overnight shift (10:30pm – 7am) when coverage is required
- Must be fully available to work weekends, weekdays and statutory holidays
- Must be fully available to work full-time (up to 40 hours a week)
- BC Driver's license required with the ability to drive both standard and automatic
- Must be legally permitted to work in Canada

Reports To: Front Office Manager and Guest Services Manager

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

Apply Now! Please email your resume to [careers@laurelpoint.com](mailto:careers@laurelpoint.com). For more information, please visit our Careers page at [www.laurelpoint.com/careers](http://www.laurelpoint.com/careers)



## What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount – 50%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one night stay including breakfast for 2
- Friends & Family hotel discount (so you can show off your amazing workplace)
- Candidate referral bonus - \$500
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

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