

MasterBUILT® Hotels develops, builds, manages and invests in best-in-class, select service hotels across Canada. MasterBUILT lives and breathes hospitality, developing more ground up hotels than other company in North America. As a Gold Standard winner of Canada's Best Managed Companies, MasterBUILT believes in investing in the development of talented people with a passion for delivering exceptional results and a desire to learn and grow.

NEW OPPORTUNITY: GUEST SERVICES SUPERVISOR TownePlace Suites, Fort McMurray, AB

The Guest Services Supervisor is responsible for assisting the Regional General Manager in the overall profitable management of the property and ensuring delivery of superior customer service. He/she is also responsible for record keeping and reporting, employee scheduling and training, inventory control and helping to maintain the physical plant. The Guest Services Supervisor will forge relationships with in-house and returning guests and model the superior service that will define the department.

RESPONSIBILITIES:

- Act as the property manager on duty when assigned to do so
- Respond appropriately to guest inquiries and maintain positive guest relations at all times
- Assist the Regional General Manager to ensure all reporting and analysis is completed and communicated in a timely manner
- Monitor the property management system
- Participate in site sales, sales and marketing activities and site inspections
- Ensure each new employee goes through a complete orientation including viewing of each different room type, all departments, and introductions
- Provides on-going training for all front desk personnel
- Assist the Regional General Manager to ensure that all policies, procedures, federal, provincial and local laws are complied with regard to personnel, security, cash handling, guest relations, safety, etc.
- Perform any additional duties or responsibilities as delegated by the Regional General Manager
- Work in conjunction with the Regional General Manager to maximize revenues

NEW OPPORTUNITY

QUALIFICATIONS:

Experience Required

- Minimum of 2 years' working experience in the hotel industry, demonstrating progression with each career move
- Minimum of 1 year experience in a leadership capacity
- Previous exposure to expenses and budgets
- Previous experience with inventory management

Mission Critical Competencies

- Ability to demonstrate being both a leader and team player
- Superior written and verbal communication skills
- Excellent customer service and interpersonal skills
- Ability to set and monitor goals and provide status updates as required
- Ability to set priorities for self and others in the hotel
- Project planning capabilities coupled with time management and organization techniques
- A fun, positive attitude with a sense of humour

Desired Education

- A High School Diploma or GED required
- A Diploma in Hospitality Management considered an asset

MASTERBUILT OFFERS:

- A compensation package that provides incentives and rewards performance
- A flexible benefits package that supports various personal/family situations and work environments
- A rewarding corporate culture that fosters a positive team and family spirit
- A cooperative management team that is strategic and forward thinking
- A fast paced environment with opportunities for advancement

TO APPLY:

Please apply online at <https://masterbuiltsuperior.bamboohr.com/jobs/view.php?id=78>. We thank all applicants for their submissions, but only those deemed qualified by our hiring manager will be contacted. No phone calls please.

Please note Labour Market Impact Assessment (LMIAs) are not supported for this position. Legal entitlement to work in Canada is required.