



Position: Guest Service Supervisor	Department: Rooms (Front Desk)	Supervisor: Guest Service Manager (AGM at some Hyatt properties)	
Job Titles Supervised: Guest Service Rep, (Gallery Host / Loyalty Specialist - applicable to some Hyatt properties) Night Auditor, Night Attendant, Breakfast Attendant	Date: 07/12/19	FLSA: Hourly (Non-Exempt)	Benefits: Eligible if Full Time

Overview:

This position assists the Guest Service Manager (AGM) with overseeing the safe and efficient operation of the front desk, **(for some Hyatt properties: bar, & gallery kitchen)**; maximizes profitability; and ensures high levels of guest satisfaction are achieved. This position may direct the work of others, i.e. delegate tasks, and provide training & support, and resources to the front desk staff. Additionally, this position works as part of a team to deliver attentive, friendly, efficient and hospitable service. This includes effective communication, reservation sales, handling all guest accounts efficiently and accurately, and assisting in all phases of guest experience such as check-in, check-out, problem resolution, **(at some Hyatt properties: F&B service)**. They act as the manager on duty in the absence of the Guest Service Manager **(AGM)**.

This employee must display effective listening and communication skills, initiative, ability to work independently and in teams, and lead by example. The employee must be able to exercise good judgment and discretion, display effective problem solving skills, and provide excellent customer service. Additionally, the employee must have the ability to multi-task, maintain composure under pressure, and display a high level of professionalism, integrity, and follow through.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form no later than your first day of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- **Working Safely** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating eligible employees. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive "can do" attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly "hello." Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, **immediately, all injuries** occurring while on duty, *no matter how minor*. (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized



- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- Act as the manager on duty (MOD) in the absence of the Guest Service Manager (**Hyatt: AGM**), and cover MOD shifts
- Assist with coverage, scheduling and training for Front Desk
- Assist in managing all aspects of the reservations process (room reservations, secure deposit and send confirmation); use suggestive selling techniques, stay abreast of local rates, in-house strategy, group and special rate plans and packages, available inventory, etc.
- Keep up-to-date on in-house groups and functions (reviews group cover sheets to be aware of special needs and requests)
- Verify accuracy of information in property management system by entering data correctly and checking daily arrivals
- Assist in overseeing front desk accounting functions including cash banks, A/R, credit card processing and night audit functions
- Monitor reservations e-mail account; reply to e-mail correspondence in a timely, courteous, and professional manner; process e-mail requests/reservations accordingly
- Maintain full knowledge of all room types, features, locations, rates
- Check room availability and housekeeping/maintenance status, ensure against overbooking, and that guests are provided an inspected room
- Monitor rates and other revenue management functions daily, including balancing room inventory and group blocks
- Assist in maximizing room revenue and promotions; train others in suggestive selling techniques and proper processing of reservations
- Welcome and check-in guests in a friendly and efficient manner; exercise excellent customer service and phone etiquette
- In the absence of the GM or GSM, point of contact during an emergency; be familiar with all emergency procedures as documented in hotel Emergency Manuals
- Ensure transfer of information from shift to shift
- Knowledge and maintenance of front desk systems and office equipment (proper operation and training of others)
- Monitor cash-handling standard operation procedures
- Account for assigned cash drawer(s) and cash balances; possess general knowledge of bookkeeping and audit procedures
- Maintain open lines of communication between Front Desk and other departments, i.e. Identify, communicate and follow-up on maintenance issues
- Train/Monitor proper operation and etiquette in department use of telephones and radios
- Answer and transfer calls in timely (3 rings) and courteous fashion
- Effectively handle all guest inquiries, requests and complaints; confirm guest needs have been met
- Maintain familiarity with local restaurants and attractions and provide guests with suggestions and directions
- Handle services for guests including guest mail, messages, telephone calls, faxes, wake-up calls, after-hours requests (i.e., extra towels, pillows etc.) ,and general inquiries
- Direct traffic inside the hotel with vendors, overnight guests, employees, meeting attendees, restaurant/lounge guests, visitors
- Confirm guest satisfaction at check-out and take appropriate corrective action if necessary
- Conduct monthly inspections of rooms and public areas to ensure compliance with department standards and guest expectations
- Keep adequate inventory of front desk and guest supplies available at all times; communicate shortages as necessary
- **At some Hyatt Properties without a separate F&B department:**
 - Ensure bakery case & Grab and Go case are properly stocked daily
 - Ensure daily front desk checklists are completed
 - Ensure prep table and all food stored in kitchen is properly labelled and includes proper dating
 - Ensure bar and kitchen are cleaned before end of shift

Supervisor Responsibilities & Expectations:

- Support the hotel in achieving high performance levels in service and profitability
- Hold self and others accountable for achieving results



- Support a culture that promotes high employee morale and performance
- Provide strong leadership, motivate staff to reflect a high level of enthusiasm and guest satisfaction
- Respond to guest/employee concerns or complaints in a timely and courteous manner; (ability to effectively problem solve)
- Effectively coach, motivate, lead and resolve employee concerns by timely communicating on-going positive and constructive feedback, and keeping manager informed as needed
- Review daily Time & Attendance punches in payroll and maintain Attendance Spreadsheet (log), accurately reflecting reasons for occurrences
- Assist with keeping timely & accurate documentation; all documentation must be approved and issued by the manager
- Train team how to punch in, out & transfer departments (holds employees accountable via use of missed punch form)
- Assignment of daily duties, based on scheduled staffing, to meet hotel needs while effectively controlling payroll; effectively communicate any shortages or needs to management
- Orient employees per OHM’s process and procedures

Skills Required:

Leadership, problem-solving, and basic computer skills; ability to share knowledge and teach others to perform tasks, high level customer service, effective communication with guests and team members, able to follow instructions, learn quickly, pay attention to detail, and maintain composure when working under pressure

Experience / Education:

Minimum of 2 years prior customer service experience preferred; general knowledge of bookkeeping and audit procedures helpful; high school diploma or equivalent combination of education and work experience

Performance Measurement:

90 Day performance review, ongoing feedback from supervisor, attendance, productivity, feedback from others, guest comments, Brand Scores, cash over/short, and Signature

Physical Demands:

This is a physically demanding job that requires extended periods of walking, standing and occasional lifting of up to 50 pounds (computer paper, guest luggage etc.). Reasonable accommodations may be made to eligible employees to perform the essential functions. (See Physical Requirements section for detailed information)

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager

Date

Employee Signature

Date