

Fairfield Inn

Guest Services Coordinator

Position Duties

- Provides excellent service so that you anticipate the guest's needs and exceed their expectations.
- Responsible for supervision, audit, and operations of the front desk and related functions.
- Provide the highest quality of service to the guest at all times.
- Meet, greet, and register guests as well as ensure that all Guest Service Representative provide an air of gracious hospitality to all guests.
- Manage and coordinate the activities of the Guest Service Representative.
- Provide room assignments accommodating special requests whenever needed. Assist in pre-registration and blocking of reservations.
- Coordinate and communicate all sales and group meeting and sleeping room information with the Guest Service Representative.
- Maximize unit room revenue through effective use of the sales menu options in the property management system.
- Work closely with the General Manager to ensure a proper balance and mix of rooms, and that rooms are sold to maximize rates. Monitor fluctuations and trends in volume of rooms sold to be used in short and long term forecasting.
- Ensure that all equipment is maintained in accordance with service standards and that outages are reported and resolved in a timely manner.
- Monitor communication between property management system and the central reservation system.
- Promote teamwork and associate morale.
- Interpret job specifications to Guest Service Representative and assign duties.
- Analyze and resolve work problems or assist associates in solving work problems.
- Assist in ensuring staff continues to learn the importance of excellent service.
- Other duties as assigned, of which the associate is capable of performing.

Requirements

- Must be able to lift and carry 30 pounds; push and pull 60 pounds.
- Have a thorough knowledge of accounts receivable and accounts payable ensuring that all outstanding invoices are settled.
- Have a thorough working knowledge of the central reservation system.
- Have a thorough knowledge of the community.
- High School Diploma required; College Degree preferred