

Job Descriptions Guest Service Manager

Within the Ranch setting, the guest service manager is responsible for running front of the house tasks with particular focus on the guests, including ensuring the guest has everything necessary to enjoy their stay at the Ranch.

Overseas Lobby Operations & Night Audit

One of the most important tasks the guest service manager performs is maintaining lobby operations. This includes making sure the check in and checkout process is swift. It also includes responding to guest inquiries and complaints. In some settings, this manager works at the front desk is visible in the lobby, managing employees and assisting guests.

Manages Employees

The guest services manager is responsible for the employees working in guest operations. This includes all front desk personnel, security and night audit staff. Together with the Front Desk Manager manage the scheduling of these individuals, including maintaining accurate employee personnel files.

Overview of Required Tasks

Following is a sampling of daily tasks the guest services manager is often responsible for managing

- Ensure guests are booked in rooms requested. Ensure rooms are available prior to guests checking in.
- Monitor scheduling of personnel, often managing labor. For example, if business is busy, additional personnel may need to be called in. to meet their needs.
- Ensure all hotel amenities are available and in ready for guests. This may include coffee service, spa availability and pool openings.
- Actively interact with guests. Greeting guests, welcoming them and helping with check out is often necessary. The guest services manager also handles complaints according to the company's policies.
- Oversee the running of the operation during the day. This may include training new personnel, helping where needed, and handling guest questions. It also involves ensuring customer service staff take breaks.
- Ordering of Front Desk and Office supplies
- Inventory and maintain an ample supply of all printed materials such as Ranch brochures, rate brochures, etc.

- Schedule and coordinate ranch activities, entertainers and photographers and produce the “Pasa Tiempo” to be distributed to all department heads on each Monday and to the guests each Wednesday.
- Maintains and produces Ranch “Calendar of Events” and publishes two schedules each season: fall – October through January; spring – February through May.
- Work with the Front Desk Manager to publish the 14 day forecast to be distributed to all department heads on Mondays before the manager staff meeting.
- Discover and research new ranch activities, i.e., in-house or with outside vendors and submit for review to the General Manager.
- Attend all scheduled Ranch events and “help out” or supervise events when necessary. Interact with guests at each event.
- Interact with guests on a nightly basis during “cocktails”. Perform service tasks as required by the flow of business.
- Act as Manager on Duty in the absence of the General Manager. Respond to any guest or employee concerns by investigating the issue(s) and creatively resolving the situation. Work with other department heads in the case of conflict or an emergency to insure the safety and happiness of the guests and the staff. Maintain a communication log with the General Manager.
- Serve as the management representative on the Employee Council and positively help administer Council business through the Council members.

Other Duties:

- Performs all other tasks assigned by the General Manager.

General:

- Must have an understanding of all Ranch services offered and a working understanding of Microsoft Office and the Internet. Appropriate office or event attire required.