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# Example of Guest Service Supervisor Job Description

Our company is looking to fill the role of guest service supervisor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for guest service supervisor

* Hire, coach and schedule Steamboat Ambassadors and Guest Service Respresentatives
* Provide exceptional Service Excellence to Steamboat guests and facilitate service recovery as needed
* Support regular Ambassador duties as needed
* Conduct daily Ambassador meetings
* Design and implement procedures pertinent to the Ambassador staff’s ongoing training, education and development
* Prepare routine reports and inventories
* Utilizes various modes of communication to assists guests in person, via telephone, email, to secure room reservations and/or cancellations, payments, inquiries, check-in, check-out, authorizing patron verification, guest room assignments, credit card processing, express check-out
* Actively participates in Navy Lodge recruitment efforts by submitting personnel requisitions via Taleo
* Issues room keys, sorts incoming mail and messages, and deposits guest valuables in safety-deposit boxes as requested
* Reconciles daily transactions of all accounts and outlets of the Navy Lodge ensuring complete reconciliation of balances while maintaining guest service at all times

## Qualifications for guest service supervisor

* Communicate clearly in English in person, and professionally in writing and on the phone
* Work outside in all weather conditions for a prolonged period
* Minimum advanced level skier/snowboarder with ability to safely handle all terrain and various conditions
* Lift/carry at least 20 lbs on a regular basis
* High school graduate required, college degree preferred
* Previous experience in guest service/guest relations, preferably at the Steamboat Ski Area