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# Example of Guest Service Supervisor Job Description

Our innovative and growing company is searching for experienced candidates for the position of guest service supervisor. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for guest service supervisor

* Must satisfy all training and requirements for position in conjunction with job duties
* Participates in Navy Lodge recruitment efforts by submitting personnel requisitions via Taleo
* Creates and submit purchase requisitions for Navy Lodge facility supplies and guest amenities in accordance with established standard operating procedures
* Required to work all shifts including holidays as scheduled
* Assists Navy Lodge General Manager with end of month reporting
* May be required to assist with set-up and breakdowns of chairs and tables used during special functions and clean immediate and surrounding areas upon conclusion of the event
* Monitors equipment and usage to ensure optimum performance
* Supervise and assist with the development of the Guest Service Agents in the “one stop shop” which is responsible for handling and communication of all guest needs including making reservations, answering incoming calls through hotel switchboard, answering calls from internal guests, seeing guest requests/complaints through to fruition and dispatching and following up on guest service calls
* Any special requests, Change of duty schedule, schedule day off, change of annual leave, from you or any of your subordinates must be brought to the attention of the Restaurant Manager
* In case of sickness or any other reason preventing you from coming to work, you must inform the Restaurant Manager at the earliest convenience

## Qualifications for guest service supervisor

* Local knowledge and familiarity with Steamboat ski area, history, and surroundings required
* Handle difficult situations and difficult people
* Excellent communication and customer service skills with strong motivational, organizational, and supervisory skills
* High degree of professionalism and ability work in a team environment
* Microsoft Windows proficiency a plus
* Willingness to become certified in Medic First Aid