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# Example of Guest Services Manager Job Description

Our company is growing rapidly and is looking for a guest services manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for guest services manager

* Maintain Nassau Coliseums’ positive reputation for premium service and reduces liabilities by hiring, training, and supervising part-time staff of ushers, ticket takers and supervisors
* Manages and motivates the Front Office and other Operational teams in order to provide a high standard of service for customers
* Helps meet the hotel's quantitative and qualitative targets
* Implements brand and Group projects and identity features (ie
* Manages the staff at the Guest Services
* Reviews and monitors schedules of staff within the department, Guest Services Coordinators, Valet Attendant, Bell Attendant, Resort Drivers and Pueo Attendants
* Be familiar with all corporate sponsored programs such as airline mileage, Triple Upgrade, or V.I.P
* Maintains Sprint Centers’ positive reputation for guest services and reduces liabilities by hiring, training, and supervising part-time staff of ushers, ticket-takers, guest service representatives, and usher supervisors
* Meet with Event Managers and clients to assist planning events at Sprint Center
* Ensure that the duties, responsibilities, and authority of each direct report are clearly defined and communicated

## Qualifications for guest services manager

* Minimum 5 years Guest Services experience preferred (should include 3 years supervisory experience at an advanced level)
* Strong work ethic, highly responsible, and reliable
* Must be willing to submit to a post-offer criminal background check, employment check, and a drug test
* Responsible for maintaining a professional physical appearance of Simon Guest Services including marketing materials
* Ability to capture additional information from consumers transacting or not transacting at Simon Guest Services
* Assists in the marketing of the center to tenants Guests with the expectation of improving Guest and tenant perception of the center