Downloaded from <https://www.velvetjobs.com/job-descriptions/guest-services-manager>

# Example of Guest Services Manager Job Description

Our company is hiring for a guest services manager. 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 services manager

* Overseeing the buying, merchandising, accounting and staffing involved in running both
* Inspire, develop, lead and retain a diverse, high energy, genuinely friendly, customer-obsessed team to meet or exceed customer and Novitex expectations
* Build and establish amazing partnerships with employees, customers, vendors/suppliers, and corporate partners
* Engage, educate, excite, and empower employees and customers alike with the same level of passion and commitment to an exceptional hospitality space
* Provide coaching & counseling – create a positive atmosphere of professionalism and support
* Demonstrate the ability to communicate effectively both orally and written in all utilized technologies
* Demonstrate exemplary ethical conduct that establishes an atmosphere of trust and support
* Be involved in a resolution of as many guests' complaints as possible
* Two years hotel and supervisory experience preferred
* Must have excellent guest service skills and the ability to communicate effectively

## Qualifications for guest services manager

* Welcomes, entertains and hosts our Guest
* 5 years management experience in specialty retail
* Must be able to effectively communicate both verbally and written, and approach all encounters with all level of associates and guests in an attentive, friendly, courteous and Count On Me! service oriented manner
* Must be effective at listening to, understanding, and clarifying concerns raised by associates and guests
* Assistant front office manager experience preferred
* Is able to provide and facilitate training to and development conversations with employees