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# Example of Guest Services Manager Job Description

Our innovative and growing company is searching for experienced candidates for the position of 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

* Excellent communication and follow-through skills a must
* Must be personable and be guest service oriented
* Japanese language speaking preferred
* Responsible for setting the standard of Guest Services service at the resort
* Subject matter expert on recreation products and programming and associated technologies
* Develop and execute business plans related to budget development, scheduling and revenue generation for the resort’s most significant line of business
* Work directly with other departments to execute approved product concepts and drive business where possible
* Participate in product development and innovation by channeling guest feedback to the appropriate departments
* Foster and support the team to maintain a culture of sales and service
* Manage third party activity agreements and partner with the Recreation Services department to coordinate the sale of off-resort activities and experiences

## Qualifications for guest services manager

* Flexible and outgoing
* Excellent communication in both written and spoken English & Chinese (Cantonese & Putonghua)
* Proficient in Microsoft office applications and hotel systems
* Manage the staff of Guest Services
* Take action in all matters related to the safety, security, satisfaction and well-being of hotel guests and employees when senior managers are not available
* With at least Diploma in hotel management or its related discipline