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# Example of Guest Services Manager Job Description

Our company is looking for a guest services manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for guest services manager

* To designate a supplant when she/he is not working
* The ability to schedule all Guest Service staff (Bell staff, Valet Parking and Door staff) to ensure maximum guest satisfaction within budgeted guidelines
* The ability to ensure all vehicles and keys are handled with caution and are properly secured
* The ability to coordinate the cooperation between all Guest Service staff in handling guest cars, luggage, etc
* The ability to handle guest complaints or problems relating to Guest Service with professionalism and maturity, keeping the DOR/ADOR well informed as to problems and actions taken
* The ability to coordinate the welcoming of all curbside guests and V.I.P
* Deputises for the General Manager in his/her absence
* Setting and reviewing budgets and managing costs
* This is a multi-skilled role incorporating both Front Office and Food and Beverage Duties in line with the business demands
* Run smoothly the day to day organisation

## Qualifications for guest services manager

* Strong computer skills and experience with sales and service and reporting applications
* Being organized
* Previous 2 years experience in a luxury hotel at an Assistant Manager level
* Previous experience in a unionized environment is considered an asset
* Clean driving record and the ability to drive a standard transmission
* Initiates new projects, coordinating implementation and follow-up