

Park Place Lodge

742 Highway #3, PO Box 2560 Fernie, British Columbia, Canada V0B 1M0
Tel: (250) 423-6871 Fax: (250) 423-3771 Email: info@parkplacelodge.com Web: www.parkplacelodge.com



Park Place Lodge is a locally owned, boutique hotel located in Fernie, British Columbia. Our full-service property features 64 guest rooms, Max Restaurant, The Pub Bar & Grill as well as Spirits Cold Beer & Wine Shop.

Fernie offers year round recreational opportunities, including world famous fly fishing and skiing, numerous lakes, extensive hiking, mountain biking, golf and snowmobiling.

CAREERS & EMPLOYMENT OPPORTUNITIES

At Park Place Lodge, our team members are an integral part to our success. We look to define service through our professional, knowledgeable and courteous staff. Our team members are offered an opportunity for growth in a friendly work environment. Join our team and share in our future. Staff accommodation is also available.

Guest Services & Front Desk Manager

The guest services and front desk manager will manage the daily operations of the hotel front desk and guest services team. This position is critical to ensuring a smooth guest experience from the time they book their stay, all the way through to when they check-out. The ideal candidate will have a strong background in the accommodation industry – with the ability to train and lead a team, manage all aspects of the front desk department, foster relationships with our corporate, wholesale and travel agent network, and ensure the highest level of customer service to our in-house guests.

Hours of work will be full time (40 hours per week) on a varied schedule as dictated by business flows. The rate of pay at is \$20 to \$24 per hour (approximately \$40,000-\$48,000 per annum) depending on qualification, skills & experience plus bonuses, dental benefits and fitness credit of \$1,000.00 per year. Subsidized staff housing or apartment is available.

Primary Responsibilities

- Managing the daily operation of the Guest Services team at the front desks including check-ins, check-outs, inquiries, guest issues, recommendations, etc. – all while providing exceptional levels of customer service
- Managing guest reservations department including answering phone/email inquiries, providing lodging options/quotes, inputting reservations accurately into our booking software, taking payment and providing confirmations
- Facilitating and confirming reservations from our network of corporate clients, wholesalers, travel agents, and online channel partners, as well as building relationships with these key stakeholders
- Hiring, training, and scheduling of staff with a view to professional development of the guest service front desk team
- Working to sales targets and KPI's as set by the company
- Responding to concerns/compliments from guests in a professional and timely manner
- Ensuring guests' needs are always attended to and maintain guest service standards.

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Additional Duties

- Ensuring hotel policy and procedures are being followed, including Liquor, Lottery and Labour Laws.
- Ensuring daily duties are being performed and checklists are being used.
- Keeping employee manuals up to date.
- Planning and executing events for Guests in the Hotel.
- Coordinating the transfer of clear and concise information on events to all hotel departments.
- Expediting on server line when required checking plates / timing bills.
- Ordering all replacement room guides, guest materials, comment cards, and other printed material as required. Always having appropriate stock on hand, and doing weekly and monthly inventories.
- Budgeting and assessment of daily and monthly sales / expenses.
- Being aware of and reporting any items for maintenance.
- Managing interactions with housekeeping department.
- Working closely with Bistro and food and beverage team to ensure that food and beverages operations are in sync with the rooms division.
- Working with the sales manager to effectively sell the hotel as well as ensure that revenue management is optimized.
- In the absence of the Hotel Manager undertake all the duties of the Hotel Manager and or serving as designated Manager on Duty for hotel.
- Be prepared in case of an emergency – taking a leadership role during any emergency that may arise.
- Being a working manager and leading by example.

Qualifications

- Previous experience working in reservations/guest services for the accommodation/travel industry
- Outstanding customer service experience and a demonstrated positive, results-driven attitude
- Skilled and sensitive listener who understands guest needs and can tailor accommodation options
- Candidates must be proficient with the Microsoft Office suite of applications and similar. Competency with RoomMaster or similar PMS would be beneficial.
- Available to work flexible shifts including days, evenings, and weekends
- Strong destination knowledge of Fernie, Fernie Alpine Resort and surrounding area
- Team player with strong interpersonal and communication skills
- Exceptional interpersonal, motivational and communication skills.

Interested in this opportunity? Please contact us in person or via EMAIL at jobs@parkplacelodge.com.

We thank all applicants for their interest in joining the Park Place Lodge team; however, only those candidates selected for an interview will be contacted. No phone calls please.