



## Guest Services / Front Desk Supervisor

Located in the absolute centre of downtown in the vibrant Halifax waterfront, in the heart of the new Queen's Marquee district, Muir offers elevated hospitality inspired by the spirit, culture and natural beauty of Nova Scotia. In each of our departments, our team shares a common goal – providing an exceptional customer experience in a clean, comfortable environment. If you are passionate about a career in hospitality and want to join a team that shares this common goal, the Muir is presently seeking a Guest Services / Front Desk Supervisor.

### Employee Benefits:

- Eligible for \$500 signing bonus upon completion of probationary period.
- Payment for on call shifts even when you are not called in.
- Evening shift premiums.
- Eligible for shift premiums based on our self-inspection program.
- Eligible for shift premiums based on hotel capacity.
- Access to our employee development/education reimbursement program.
- Company scholarship program for employees and family members.
- Flexible work schedule.
- One earned day off every two months based on attendance.
- 50% reimbursement of monthly transit pass.
- Access to our gym and fitness facilities.
- Shoe allowance of \$100 per year.
- Uniform dry cleaning.
- Eligible for the annual company bonus program.
- Comprehensive Extended, Health, and Dental benefits.
- Opportunity to Participate in the Employer sponsored retirement savings program.
- Access to Marriott employee travel benefits.
- Employee centric back of house experience.

**Shifts:** Vary in their start and end time and can change due to the needs of our guests. A mixture of days, evenings, holidays and weekend shifts.

**What you will be doing:**

Reporting to the Director of Rooms and overseeing a team of Colleagues, the Guest Service Supervisor ensures that the registration and check-out process is warm, efficient and smooth, and that our guests receive excellent service and their requests accommodated. The Guest Service Supervisor will;

- Personally meet, greet, escort, and farewell as many guests as possible, remaining knowledgeable of VIP's and groups in house
- Oversee the day-to-day operations of the division, responding to guest needs in a timely manner to ensure an excellent guest experience.
- Handle guest opportunities and special requests personally
- Maintain a close relationship with the Director of Rooms and communicate daily about the operation of the Front Desk and the other Front Office Departments
- Embody the vision of the Hotel and lead employees consistently to achieve goals, working in a highly participative team environment
- Review all guest arrivals a day prior & ensure that rooms are assigned accordingly to preference, rate and arrival time
- Actively promote a considerate work environment which cares for guests and associates alike

**Your experience and skills include:**

- A minimum 3 years experience in Hospitality, preferably in a luxury environment
- A minimum 2 years Customer Service experience
- A Hospitality or Business Degree is preferred
- Demonstrated initiative, and the ability to work with minimal supervision
- Ability to maintain high service levels under pressure
- Outstanding verbal communication and listening skills
- Organized with great attention to detail
- Must be able to stand and walk for extended periods of time throughout shift

**Your Team and working environment:**

- Fast-paced new build luxury hotel
- Located in the heart of the vibrant Halifax waterfront, minutes away from the Dartmouth ferry terminal
- A team of like-minded hospitality professionals that share a passion for service
- Back of house experience that puts employees first

**Our commitment to Diversity & Inclusion:** We are an inclusive company and our ambition is to attract, recruit, and promote diverse talent.

**APPLY TODAY:** For more information on the opportunities at the Muir Hotel, please visit [www.muirhotel.com](http://www.muirhotel.com) or send your resume to HR@MuirHotel.com