



Located in the absolute centre of downtown in the vibrant Halifax Waterfront, in the heart of the new Queen's Marque 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 Experience Manager (MOD)**.

**Employee Benefits:**

- Access to our employee development/education reimbursement program.
- Company scholarship program for employees and family members.
- Flexible work schedule.
- Access to our gym and fitness facilities.
- Uniform dry cleaning.
- Eligible for the annual company bonus program.
- Comprehensive Extended, Health, Dental and Vision 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 directly to the Director of Front Office, the Guest Experience Manager will be responsible for supporting the strategic direction and daily operations of the Front Office team. The successful candidate will lead and inspire their team to deliver the highest standards of anticipatory, warm and gracious guest service from the point of guest arrival to the point of departure and the many points in between. The Guest Experience Manager will ensure that every moment at Muir is thoughtfully considered and impeccably delivered to provide guests with a distinct experience that is like no other.

- Ensure that the Front Office team consistently delivers an anticipative sense of arrival, a warm welcome and an efficient and accurate check in/out service to guests
- 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 Hotel Manager 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](mailto:HR@MuirHotel.com)