



Harrison Hot Springs Resort is currently recruiting for the position of **Front Office/Reservations Manager**.

About our company:

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

POSITION SUMMARY:

The Front Office/Reservations Manager is responsible for achieving and maintaining the highest level of standards offered by the Front Office and Reservations teams.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensures that image and grooming standards are reinforced in accordance with Resort Grooming Policies.
- Updates employees on walk-in rates, packages, up-selling rates and all sales and marketing programs.
- Ensures a smooth Night Audit process and willing to learn this role.
- Trains new hires and encourages employees to up-sell and maximize room occupancy / room revenues.
- Ensure strict standards of accounting practices, balancing of revenues and implementation of accounting controls.
- Ensures effective and productive communication with Housekeeping and Managers on Duty.
- Ensure administrative supplies are inventoried and stocked for business demands.

- Monitor the cleanliness of the front desk, guest services, bell desk, business centre and back office areas including the reservations department.
- Participation on the Resort's Revenue Committee while working closely with the General Manager, Regional Revenue Manager and Sales and Marketing Manager to maximize ADR / occupancy / room revenues.
- Assist with the building of packages while working very closely with the central reservations supervisors and other centralized reservations associates.
- Ensure that guest's experience seamless and professional standards when inquiring about and making room reservations, checking and checking out.
- Ensure guests are afforded superior service from arrival, stay-over and departure.
- Ensure guest requests are followed up in a timely manner (PBX/Switchboard call log for requests, guest correspondence via guestrelations@harrisonresort.com, etc.)
- Ensure PBX/Switchboard are making frequent calls to guests to ensure expectations are met.
- Resolves and reports all guest problems and complaints to DOR.
- Scheduling of Front Office and Reservations associates following all collective agreements while maximizing service efficiency and labour costs.
- Preparation of departmental payroll; daily, bi-monthly or as required.
- Assist in the resolution of guest / group billing inquiries and disputes.
- Attend group meetings and pre-convention meetings as required.
- Ensure all Front Office and Reservations quality standards and procedures are compliant while maintaining discipline in a fair and equitable manner.
- Coordinate activities with other hotel departments as required to facilitate increased levels of communication and guest satisfaction.
- Assist guest's with pertinent information concerning the hotel's accommodations, services and features, handles special requests and complaint/concern resolution.
- Ensures that all problems, complaints, special instructions and other operational issues are logged in the Front Office communication logbook.
- Handling difficult or uncomfortable situations that may arise with guests and/or associates to ensure professional and appropriate behaviours.
- Lead, coach, empower and work closely with all Front Office and Reservations employees to successfully execute the Resort's vision and strategy.
- Conduct performance reviews for Front Desk Agents, Reservations Agents, Bell Staff, Night Auditors and PBX/Switchboard Operators.
- Strives to continually improve both the guest and employee experience.
- Understand, train and manage the department's emergency procedures.
- Some stress resulting from the need to manage within legislative, budgetary, and time constraints on a regular basis. Must be able to deal with problem solving situations, and make judgment decisions. Must be able to deal with issues arising from guest complaints (internal and external) in a timely manner using problem solving and de-escalating techniques.
- In the event of unexpected absences, assist with the fulfillment of the Manager on Duty, Front Office Supervisor, Reservations Supervisor, Front Office Agent, Reservation Agent, PBX and Bell Desk roles as permitted by any union agreements.
- Be the on-property expert on the Resort's Property Management System (PMS).
- Other job related duties as may be reasonably assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
 - Grade 12 graduation.
 - Hospitality industry courses in hotel management/front office management from a recognized institution.
 - Minimum of three years increasingly senior supervisory experience on a busy hotel front desk.
 - Experience with Yield Management / Revenue Management.
 - Flexible to a changing schedules due to business volumes and requirements within the Front Office and Reservations Department.
 - Experience with room forecast and budgeting.
 - An equivalent combination of education and experience will be considered.
 - Superior communication skills in English, both oral and written.
 - Ability to write business correspondence, reports, memos and other documents.
 - Ability to present information to groups of guests, employees, suppliers or other managers.
 - Ability to solve practical problems and deal with a variety of concrete variables in situations.
 - Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
 - First Aid Certificate Level III is an asset.
 - Computer Literacy, including MS Word, MS Excel and other PMS's.
 - Superior organizational skills.
 - Manage labour control for service and efficiency.
 - Ability to train new associates.
 - Being multi lingual is an asset.
 - Possess a valid driver's license with the ability to drive both automatic and manual transmissions is an asset.
- **ONLY APPLICANTS LEGALLY ELIGIBLE TO WORK IN CANADA WILL BE CONSIDERED.**
- **FOREIGN APPLICANTS MUST INCLUDE A COPY OF THEIR CANADIAN WORK PERMIT FOR THEIR APPLICATION TO BE CONSIDERED.**