



Guest Service Associate – Holiday Inn Express Olathe West

Are you a current or prospective hospitality industry employee looking for a positive culture, competitive compensation and benefits package, a brand-new property and a supportive ownership team? The new Holiday Inn Express Olathe West is actively hiring for Guest Service Associate. Our 93-room hotel is the first of two hotels located on the new Olathe Soccer Complex at K-10 and Ridgeview and is scheduled to open in July 2019. A strong work ethic, positive attitude and commitment to working as part of a great team are necessary for success; prior hotel experience is a plus but not a requirement. Thanks for your interest in joining us!

Who we are

TS2 Hospitality (www.ts2hospitality.com) is part of Ehrhardt Properties, a family-owned, Missouri-based company with over 30 franchised hotels in Missouri, Illinois, Kansas and Oklahoma and a brand portfolio including Marriott, Hilton, IHG, Choice, and Wyndham. TS2 includes our platinum-award winning Fairfield By Marriott in Warrensburg MO (opened 2017), the Holiday Inn Express Olathe West (opening summer 2019) and Four Points by Sheraton Olathe (opening fall 2020). Our hands-on ownership team combines decades of hotel management experience with a commitment to serving our employees, delivering excellent guest experiences and a positive and engaged culture.

Our mission: TO SERVE...Our guests, our community, and each other.

Our vision: To be the **first choice** and **return choice** for lodging in our area; to be the **best employer** in our area; and to develop and maintain our reputation as a **great community partner**.

Our values:

- We have a servant's attitude.
- We believe in honesty above all, to all.
- We seek first to understand each other.
- We do everything with energy and passion.
- We believe that the whole is greater than the sum of the parts.
- We are award winning hotels.
- We have fun!

We are proud to serve the Olathe community as an equal opportunity employer and are committed to a policy of non-discrimination in employment on any basis including race, color, age, sex, religion, handicap or national origin.

Job summary

As a guest service associate at the Holiday Inn Express Olathe West, you are the face of our organization to our guests and the community. Our guest service team is responsible for managing a wide variety of tasks and responsibilities to ensure the complete satisfaction of our guests and efficient operation of the hotel front office. Responsibilities include traditional front desk responsibilities as well as assisting with reservations, accounting, cleaning, maintenance and other tasks as needed.

Duties and responsibilities

- Ensure hotel consistently exceeds guest service expectations and achieves excellent guest satisfaction metrics.
- Manage traditional front desk responsibilities including answering phones, guest check-in/check-out, and managing guest billing and payment collection.
- Anticipate and address guest service needs and effectively resolve guest requests and complaints according to hotel standards.
- Manage special requests including guest laundry, mail, package delivery, safe deposits, housekeeping requests and wake up calls.
- Communicate and collaborate with other hotel functions including housekeeping and maintenance to deliver a seamless guest experience.
- Maintain proficiency in using property management system to make and modify reservations, manage billing, and monitor room and rate availability.
- Maintain organized records of guest communications and requests for management and future shifts.
- Develop deep knowledge of hotel property, local area and amenities, IHG Rewards programs and other information required to deliver excellent customer service.
- Keep front desk and work areas clean and organized at all times.
- Maintain and clean public areas including lobby, vending area, breakfast area, public restrooms and trash bins.
- Understand IHG room cleaning standards and assist housekeeping with room cleaning responsibilities as needed.
- Understand and follow guest safety and security policies and procedures.
- Handle other duties as directed by the guest service manager or general manager.

Qualifications and requirements

- Passionate about interacting with people and serving others.
- Excellent communication, motivational and leadership skills.
- Strong organizational skills and attention to detail.
- Flexible schedule (evening, weekend and holiday availability are required).
- Able to handle stressful situations and solve problems in a calm, professional manner.
- Physically able to perform all job responsibilities including standing for extended periods and lifting up to 50 pounds.
- Strong computer skills.
- High school diploma or equivalent.
- Relevant hospitality experience preferred.



AN IHG® HOTEL

Compensation and benefits

- Competitive hourly wage based on experience and qualifications
- Shared health, vision and dental insurance plans (full-time employees)
- Paid vacation (full-time employees)
- 401(k) plan with employer match
- Performance-based bonus plan
- Employee referral bonus plan
- Tuition reimbursement plan
- Semi-annual compensation reviews