

## Guest Service Manager – Fairfield by Marriott Warrensburg

Are you a current or prospective hospitality industry employee looking for a positive culture, competitive compensation and benefits, a beautiful hotel and a caring and supportive management team? The platinum-award winning Fairfield by Marriott Warrensburg is accepting applications for Guest Service Manager. Our beautiful property opened in August 2017 and finished 2018 ranked #5 out of over 900 Fairfield's in North America. 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](http://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 Warrensburg 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

The Guest Service Manager is responsible for ensuring complete guest satisfaction throughout the entire guest experience. This position is responsible for managing the front office and breakfast operations and will also assist the general manager and sales coordinator with group

sales efforts, revenue management and maintaining excellent guest satisfaction metrics. As with all management positions, the Guest Service Manager will play an important role in developing and maintaining a culture of service excellence based on the company's mission and vision.

## Duties and responsibilities

- Promote company culture centered around the company's mission and vision.
- Demonstrate a personal commitment to guest service by anticipating and promptly addressing guest needs.
- Ensure hotel consistently exceeds guest service expectations and achieves excellent guest satisfaction metrics.
- Oversee front office and breakfast operations, including recruitment, hiring and training of associates and management of front office/breakfast work schedules.
- Work closely with general manager and management team to ensure goals, budgets and initiatives are successfully met in a timely fashion.
- Lead daily morning huddle meetings with front desk and management teams.
- Assist general manager in revenue management decisions and analysis.
- Assist general manager in all aspects of accounting for cash, credit cards and accounts receivable.
- Assist general manager and sales coordinator on group sales efforts and managing customer relationships including attending sales calls/meetings, contract management and event planning.
- Handle other duties as directed by the 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.
- Two years of relevant hospitality and/or team management experience preferred.

## Compensation and benefits

- Competitive salary based on experience and qualifications
- Shared health, vision and dental insurance plans
- Paid vacation
- 401(k) plan with employer match and profit-sharing bonus plan
- Performance-based bonus plan
- Employee referral bonus plan
- Tuition reimbursement plan
- Annual compensation reviews