

Guest Service Manager – Holiday Inn Express Olathe West

Are you a positive, people-centered person with a high attention to detail? Would you enjoy leading a team in providing excellent service? 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 collaborative ownership team? The Holiday Inn Express Olathe West is actively hiring for our Guest Service Manager. Our 93-room hotel, scheduled to open in July 2019, is the first of two hotels located at the new Olathe Soccer Complex at K-10 and Ridgeview Rd. 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!

Job Summary

The Guest Service Manager is a critical part of our hotel's management team, 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 Director of Sales with group sales efforts, revenue management and maintaining excellent guest satisfaction metrics. The Guest Service Manager plays an important role in developing and maintaining a culture of service excellence based on the company's mission and vision.

Qualifications and Requirements

- Passionate about interacting with people and serving others.
- Excellent communication, motivational and leadership skills.
- Strong organizational skills and high attention to detail.
- Strong computer skills and a strong mathematical capability.
- 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.
- 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

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 requests and 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 the 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 billing.
- Assist General Manager and Director of Sales with group sales efforts and managing customer relationships, including attending sales calls/meetings, contracts, and event planning.
- Handle other duties as directed by the General Manager.

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.