



**ACOMA BUSINESS ENTERPRISES
VACANCY ANNOUNCEMENT**

JOB TITLE:	Guest Services Manager	DEPARTMENT:	Sky City Hotel
SUPERVISOR:	Director of Hotel Operations	FLSA STATUS:	Exempt
OPENING DATE:	3/4/2010	CLOSING DATE:	Open Until Filled (not to exceed 30 days)

Summary of Responsibilities:

Under the general supervision of the Hotel Operations and Services Director, the Guest Service Manager is responsible for overseeing Front Desk, Gift Shop, Hotel Housekeeping, Maintenance, and RV Park operations to ensure customer service is provided in an attentive, friendly efficient and courteous manner. The Guest Services Manager will provide all Sky City Hotel guests with quality service prior to and throughout their stay, while maximizing room revenue and occupancy. The Guest Services Manager is expected to serve as a public relations ambassador for all Acoma Business Enterprises and must be courteous and helpful to customers at all times. Other related duties may be directed by management.

Skills, Abilities, Equipment Used and Knowledge:

- Must have an aptitude for customer service and ability to remain calm and cheerful in stressful situations.
- Must possess a friendly demeanor at all times and performs job requirements with S.E.G. (Smile, Eye Contact, Greeting).
- Must possess excellent computer skills. Proficiency with Microsoft Office applications, specifically Microsoft Word and Microsoft Excel are required.
- Proficiency with Opera (Property Management System), Oracle, Kronos and Infogenesis preferred.
- Must possess good to excellent interpersonal skills and be able to communicate complex or unwelcome information courteously and helpfully to guests, co-workers, and supervisors.
- Must be able to motivate, develop, train, and direct people as they work and identify the best people for the job, must be able to manage his/her own time and the time of others.
- Must be able to identify, evaluate and resolve operational and personnel problems.
- Must be capable of adapting to major changes in priority and direction.
- Knowledge of customer and personnel services, including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation a plus.

Education/Experience:

- Bachelors' degree required in Hospitality or Hotel Management preferred. Combination of post-secondary education and experience will be considered.
- Three years plus directly applicable experience working in a lodging environment required.
- Two years plus supervisory experience required.
- Must have prior experience with Hotel Property Management System. Opera Property Management system experience is preferred.
- Certification by the American Hotel and Lodging Association must be obtained within six months of hire.

Apply: Submit application to the Human Resources Department.