



Now Recruiting - Guest Services Manager

Scheduled to open Spring 2020, **The Aqsarniit Hotel and Conference Centre**, located in Iqaluit, is a 100% Inuit owned company of Qikiqtaaluk Corporation and is under contract to be managed by Holloway Lodging Management Services. Aqsarniit will be an upscale full-service operation with 94 guest rooms (including 12 suites), 7200 square foot conference centre (ballroom capacity 560), a lounge (186 seats), dining room (80 seats) lobby retail, and a fitness room.

Holloway Lodging Corporation is one of Canada's largest lodging companies and our goal is to be one of North America's top-performing lodging companies. Holloway hotels operate under internationally recognized brands such as Holiday Inn®, Travelodge®, Super 8®, DoubleTree by Hilton®, Best Western®, Days Inn®, and Quality Inn and Suites ®. For more information on Holloway please visit our website at www.hollowaymanagementservices.ca

Reporting to the General Manager, the Guest Services Manager is responsible for the development of a motivated, organized and empowered Guest Services team to provide the level of service, professional work standards and guest care at Aqsarniit Hotel and Conference Centre.

Position will include a competitive salary and an excellent company benefits package including Staff Housing

Responsibilities include but are not limited to:

- Interviewing, hiring, training, and evaluating front desk staff and night auditors
- Responding to guests' special requests, needs and issues and accommodating groups to ensure optimal levels of guest satisfaction and repeat business
- Implementing company programs and supervising the daily operations of the Front Desk to comply with SOPs, maximize revenues and motivate associates
- Resolving guest complaints
- Ensuring that computer reports are accurately run and checked by night audit and day staff to achieve timely submission of figures to the General Manager
- Ensuring accuracy of all guest billing
- Ensuring that Housekeeping is kept informed of early check-ins and late check-outs

The successful candidate will possess the following qualifications and competencies:

- A minimum of 5 years related experience
- College/university diploma from a recognized hospitality program an asset
- Must have the ability to communicate in English
- Self starting personality with an even disposition
- Strong communication skills, including the ability to present insight and actionable recommendations in a concise and confident manner

