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**Guest Services Shift Lead**

**Job Description**

The Shift Lead is a customer-facing position that works as a lead decision maker at the guest lobby and areas around the hotel(s). This position has daily responsibilities of operational needs during each shift to ensure best guest service, but it has no disciplinary, hiring or firing authority over other staff members. This position reports to the Guest Services Manager. Must have food handlers and MAST/OLCC permits within 60 days of hire.

**Duties + Responsibilities Include**

* **Guest Services**
	+ Provide excellent guest service by paying special attention to daily hotel and restaurant activities, guest arrivals, packages, special requests, and the desire to make guests smile.
	+ Communicate with all team/stakeholders to ensure your team understands the daily requirement to perform their jobs well.
	+ Assign rooms with packages, long stays, special requests as needed
	+ Problem-solve and de-escalate situations that may arise from guests/operations
	+ Answer phones and handle all incoming and outgoing reservation requests.
	+ Review reservation emails from Adrift/Inn and handle them accordingly.
	+ Review daily guest arrival report and note in SnT (return guest, request, pet name, etc. to provide a more personalized checkin/stay), opt guests in
* **Daily Tasks**
	+ Communicate daily with Manager to develop and execute daily plan
	+ Responsible for complete daily task list (see Front Desk, Task List)
	+ Review Front Desk Task List to ensure that staff completes daily work plan as outlined (See [Front Desk Daily Task List](https://docs.google.com/spreadsheets/d/1VDt12lLd4Zce62cH1nR0Qmv6GacSgU1kuZh8bOnWl4Q/edit))
		- Daily tasks requires lifting and carrying various items as needed
	+ Communicate and coordinate with Housekeeping Lead on daily guest activities/requirements
	+ Quality control and inspection of rooms as needed
	+ Placement of any packages for incoming guests
	+ Responsible for completing gift card orders
	+ Send out daily occupancy to team before 2pm daily
	+ Take Virtual Card payments (morning shift)
	+ Review and update Upserve to address any specific issues for the day
* **End of Day**
	+ Ensure crossover information about the day’s events are explained to incoming shift/staff
	+ Escalate any issues to Guest Services Manager and Operations Director
* **Other Requirements**
	+ Able to do light lifting
	+ Other duties as assigned