



**VETERAN STAFFING  
NETWORK**

## **Guest Service & Sales Supervisor – Arlington, VA**

Seeking a US Military Veteran, National Guardsman, Reservist, and/or Military Spouse to apply for a **Guest Service & Sales Supervisor** position with a world-class hotel and conference center. Use your customer service skills to welcome guests, address their service needs, and make their stay wonderful!

### **GUEST SERVICES REPRESENTATIVE**

Accountable for guest satisfaction by ensuring service standards are met and guests' needs and concerns are responded to in a timely manner with a focus on service recovery when applicable. Responsible for holding staff members accountable for anticipating needs and exceeding guest expectations. Achieves business revenue goals by developing and implementing creative service programs designed to increase guest satisfaction.

### **FINANCIAL RESULTS AND COST CONTROL**

Assists in management of expenses to maximize hotel profitability. Assist in effective labor management through proper scheduling, monitoring, and adjusting based on business needs. Seeks and implements cost saving measures and efficient purchasing strategies in order to meet/exceed budget for expenses. Manages and maintains company assets to stay within budget guidelines and prolong the life of company resources. Uses expertise to advise and implement changes to front desk operations as needed, while maximizing revenue and occupancy.

### **PEOPLE MANAGEMENT AND TRAINING**

Assists in evaluating staff performance and takes appropriate corrective action as needed to hold team members accountable. Motivates staff by setting goals, providing ongoing feedback, and rewarding/recognizing team members. Assists with interviewing, hiring, coaching, and development of all team members. Assists with required training for department team members and ensuring training records are maintained. Analyzes quality issues, identifies training needs and ensures implementation to improve results. Maintain safety, security, and cleanliness of parking areas/levels, and report any vehicles/safety hazards, unauthorized personnel, or potential security problems to the manager/supervisor.

### **REQUIREMENTS**

US Veteran, National Guardsman, Reservist, or Military Spouse.

Must have a positive, can-do attitude with excellent customer service communication and skills.

Reliable transportation for with *guaranteed, punctual on-time arrival to work*.

High School diploma or equivalent.

**TO APPLY: Email your resume to [VetJobs@eseal.org](mailto:VetJobs@eseal.org)**

**Visit our Job Board at [VSNusa.org](http://VSNusa.org)**

September 2017

The company is an equal opportunity employer and will consider all applications without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, veteran status, disability, or any other characteristic protected by law.