

AdventHealth Center Ice
Front Desk



GUEST SERVICE MANAGER

Job title: GUEST SERVICE MANAGER

Work Location: AdventHealth Center Ice (AHCI); Wesley Chapel, Florida

Division/Department: Front Desk

Reports to: SENIOR DIRECTOR GUEST SERVICES

☒ **Full-time**

☐ **Part-time**

☐ **Exempt**

☐ **Non-Exempt**

Overview:

Ensuring and providing flawless, professional and 'Center of Excellence' guest service experience. Responding to guests' needs and anticipating their unstated ones. Reviewing customer feedback and providing strategic direction to continuously improve the Guest Services Department. Responsible for supervising all Guest Services Staff.

Major Tasks, Responsibilities and Accountability:

- Overseeing all front desk and guest service employees to ensure they offer stellar customer service and provide memorable experiences to all our guests, meet and exceed guests' expectations.
- Communication with all AdventHealth Center Ice departments
- Oversee Standard Operating Procedures for Guest Services Department
- Responsible for managing guest services, front-of-house, and front desk operations.
- Proficient in annual and monthly planning, and budgeting process
- Develop SOPs for all Guest Services functions
- Updating and implementing Emergency Action Plan

Duties and Responsibilities:

- Must be available to work flexible hours. This position will require you to work PM/Weekend shifts
- Oversee all Guest Services Staff.
- Check our Resource Calendar against the staff schedule to ensure all shifts are covered with the appropriate number of staff based on daily rink activities and staffing needs.
- Assist with finding coverage for staff call outs.
- Manage guest relations team to ensure compliance with all company standards and operating procedures.
- Flexible and ready to work any given shift, maybe early in the morning, night, or evening.
- Develop and implement various strategies that will help in improving guest experiences
- Manage and adjust the labor and staff requirements so that all the daily activities are executed in an appropriate manner for changeable rink scheduling.
- Keep track of the inventory supplies and make requisitions according to requirements and budget.
- Keep updated reports on relevant Guest Services data, guest numbers, public skate incident reports, staffing issues, that can be presented during weekly meetings or whenever requested by Management.
- Supervise front desk staff and rink ambassadors, to ensure efficient and smooth operations as well as train for excellent customer service.
- Set example of professionalism, efficiency, productivity, and integrity for direct reports.
- Uphold the highest level of customer service and professionalism when interacting with customers.
- Handle escalated customer situations that require any exception to policy or any further resolution past the capabilities of our front desk staff.
- Responsible for coaching and mentoring the Guest Services staff and Rink Ambassadors, addressing opportunities for improvement, and sharing the best customer service practices as well as continuing development of their professional skills.

-
- Responsible for supervision of staff regarding upkeep and cleanliness of the downstairs main lobby area including guest service desk and skate rental.
 - Position requires ability to perform with minimal supervision.
 - Communicate with all co-workers and management in a positive respectful manner.
 - Able to work in a diverse environment, as our staff, customers and their families come from a variety of cultures.
 - Bi-monthly Team Meetings: Help plan and execute the Team Members Meeting. Assist with agenda and meeting set up and needs.
 - Uniform policy: Enforcing uniform policy. Making sure that everyone follows the proper uniform standards set by the company.
 - Daily Reports for Public Skate: Keep excel spread sheet of daily public skate up to date.
 - Oversee Opening and Closing procedures & expectations.
 - Inform Executive Management of any security concerns.
 - Administrative responsibilities and other duties as determined by Executive Offices.

Required Knowledge and Essential Skills:

- Previous experience managing/supervision of staff.
- Able to multitask while receiving constant interruptions.
- Good communication, listening skills and organization skills.
- Excellent time management and ability to work independently. Ability to complete tasks quickly.
- Computer skills.
- Critical thinking skills and the ability to problem solve.
- Minimum Qualifications:
- Minimum of 21 years of age.
- All applicants must demonstrate an “I care” attitude.
- Must be self-motivated.
- Previous experience in management/supervisory position.
- Strong organization skills: ability to establish and manage multiple priorities.

Minimum Qualifications:

- Minimum of 21 years of age.
- All applicants must demonstrate an “I care” attitude.
- Must be self-motivated.
- Previous experience in management/supervisory position.
- Strong organization skills: ability to establish and manage multiple priorities.

Physical Requirements:

- Must be able to be on your feet for several hours.

Required Training:

- Facility and Safety Orientation & SafeSport Certified. CPR, AED and First Aid Trained.
- Active Network training
- Website content management.

Benefits:

- Health insurance
 - Dental insurance
 - Vision insurance
 - Employee discount
 - Paid time off
-

Top Skills:

Communication Skills. Effective customer service management involves vivid communication to lessen misinterpretations and misconceptions and improve customer satisfaction. Proper grammar is required in the use of email, chat, and texts. A Guest Services Manager needs the ability to express their thoughts clearly, listen attentively, and respond appropriately.

Leadership Skills. Being in control of the team requires team motivation and guidelines to make sure they abide by all company policies and procedures. A good Guest Services Manager coaches and trains their team to always have respect for customers and carry out their requests in a positive manner.

Interpersonal Skills. Working well with people is part of effective Guest Services Management, therefore, managers must learn to control their anger and frustration so as not to allow these to reflect on customers. They must also manage conflict well, identify the needs and viewpoints of others, and be able to build very strong relationships with others.

Time Management Skills. A Guest Services Manager should strategize the time frame to spend with customers. He/she should make sure that the customer is provided with whatever he/she needs in a time-effective and results oriented way.

Innovative Skills. A Guest Services Manager with good innovative skills can easily improve in his/her field. With this skill, customer support in terms of voice calls and emails is mostly enhanced for both the employees and the customers.

Patience. Sometimes, the customer might be so angry or confused that he/she does not know who a friend is. It is only patience that can help you stay calm, even in difficult situations.

Persuasion Skills. A Guest Services Manager must be persuasive enough to be able to convince customers who only want to get information about the company's product into making an order for the company's product. With the mastery of persuasion, customers would hardly slip away. The skill helps managers in creating compelling messages that can entice customers into purchasing the company's product.

Problem Solving Skills. The Guest Services Manager's main concern and desire should be to solve customers' problems.

Professionalism. Managers responsible for customer service need to be professional in their comportment and speech. This helps them build a very strong relationship with their customers. The customers will have positive thoughts and feelings about the company and its products when they see a professional attitude in the team members.

Good Listening Skills. Without good listening ability, a Guest Services Manager cannot communicate effectively, both verbally and in writing. The manager should be able to collect all important information for him/her to make effective and efficient decisions, if he/she can listen well to every side of a situation. This will help to build a very strong relationship between the manager, team members and customers.

Attention to Details. Guest Services Managers with good listening skills can easily pay attention to the customer to understand what they are actually saying. Listening skills and attention to details go hand in hand, and they help in building a strong customer service team.

Critical Thinking Skills. Customers hate to be snubbed just because of a simple question they need an answer to urgently. The critical thinking skills enable the manager and his/her team to approach work with the mentality of appeasing customers and solving their problems.

Compassion. Guest Services Management is a vocation that requires the practice of compassion at work, and this brings a greater sense of purpose and dedication. Though associated with empathy - compassion is a different skill that helps relieve someone of their suffering.

Positive Thinking. Customer service managers should be positive in their thinking and ready to bring solutions to the table. With this skill, they are more likely to satisfy the needs of every customer.

Empathy. It is empathy that makes you understand the customer's position and look for a way to solve their problems. A great product would reduce pain and give relief to the agonized customer. Empathy is a soft skill that every customer service manager should have because it plays a big role in their job if properly applied to win the heart of customers.
