



ACCOMMODATIONS MANAGER

Manning Park Resort is a 4-season family resort, located approximately 45 minutes east of Hope, BC. It is in one of BC's most popular provincial parks offering downhill and cross-country skiing, camping, watersports, fishing, 300km of hiking trails, and much more.

General Responsibilities:

- Manage the daily operations of the Accommodations Department which includes front desk and housekeeping.
- Ensure optimal cleanliness and sanitation of facilities that at least meets provincial and company standards
- Ensure a positive, communicative and constructive work environment that emphasizes teamwork within the Accommodations department and in relations with other Resort departments as well.
- Ensure optimal profitability by following effective budgeting practices and optimizing room/yield revenue through strategies which are complementary to traditional and potential real markets.
- Effectively work with the Operations Manager, Group Sales and Marketing Manager to improve sales and profitability while ensuring that our customers' needs and expectations take top priority.
- Assist in whatever capacities required should the need arise.

Specific Responsibilities:

- Ensure the highest levels of guest services through the application of standards, policies and procedures.
- Provide leadership, motivation, training and support to ensure the efficient operation of the front office, guest relations. Work with the Housekeeper Supervisor to ensure room cleanliness
- Administer and manage the entire front desk operation including scheduling
- Meet and communicate regularly with the housekeeping supervisor to ensure optimal efficiency while maintaining Resort standards of service for accommodation guests.
- Communicate with the other Resort departments.
- Be proactive in Yield and Revenue Management to maximize accommodation revenues and room inventory.
- Consistently monitor and follow-up Guest Satisfaction survey information.
- Direct purchasing and requisitioning of some operational goods & services
- To assist with marketing initiatives
- Oversee and direct front desk, night audit and housekeeping staff
- To ensure a happy and positive work environment.

Employment Requirements:

- At least 3-5 years of experience in Accommodations, Accommodations Manager or Front Desk Manager.
- Prior work experience in a resort type atmosphere in a non-urban or smaller community environment.
- General computer literacy for office type environment a must (MS Office, Room Maser); and in particular, relevant to room's management (direct experience with room master would be optimal).
- Room & Yield Revenue experience.
- Yield/Rate Strategy experience.
- Knowledge of Accommodations specific amenities and services an asset:
 - Electronic key card systems
 - Internal phone services
 - Etc.

For further information regarding Manning Park Resort please visit our website at www.manningpark.com to see if this opportunity suits your lifestyle and career goals.