

# THE WESTIN

RESORT & SPA  
WHISTLER

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Night Manager
<b>REPORTS TO:</b>	Front Office Manager
<b>SUPERVISES:</b>	Overnight Service Express Supervisors, Agents, Attendants and Valet team.
<b>UPDATED:</b>	March 2012

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### OVERVIEW:

Supervision of the night operation of the Service Express Department, which include the command center, front desk, bell services and valet; Coach, train and motivate Service Express associates. Ensure the Westin standards are being adhered to with our service levels and abide by all Westin and Starwood standards, policies and procedures.

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### MAJOR DUTIES & RESPONSIBILITIES:

- Maintains regular and constant contact with Service Express® Associates and monitors their contact with guests
- Makes certain that associate interactions with guests are following Westin Brand Guidelines
- Provides constant feedback to hotel management and department heads concerning service issues, including guest desires, complaints and comments
- Measures current levels of service performance against previously measured benchmarked performance and constantly strives for improvement
- Maintains open and excellent communication with all department heads.
- Assists with the training of Service Express® Associates and makes certain that they are trained in all areas of Service Express®

## **MAJOR DUTIES & RESPONSIBILITIES CONT'D...**

- Maintains the schedule of Service Express® Associates in cross-functional activities
  - Empowers and coaches associates in providing technically proficient, courteous and timely service
  - Maintains up-to-date status on in-house groups, functions, arrivals and departures. Reviews VIP arrivals and makes certain that guest's needs for special requests are met
  - Conducts monthly departmental meetings
  - Manages and motivates team success in departmental incentive programs.
  - Presents innovative ideas to hotel management
  - Makes certain that the Starwood approved Service Express® technology is used to its fullest capacity
  - Assist security with an overnight issues
  - Conduct Quarterly Dialogues with each direct report
  - Work with FOM and HR to look at development planning
  - Ensure associates are trained in the safe work procedures associated with all of their tasks
  - Promote safety awareness to associates and demonstrate that safe job performance is the number one priority
  - Ensure compliance with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC
  - Ensure associates report any unsafe conditions, practices or injuries as soon as possible and take appropriate actions
  - Set a good safety example
  - All other duties as assigned
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## **SKILLS AND EXPERIENCE:**

- Must be able to build and maintain credibility and relationships with customers (internal and external)
- Strong organization and planning skills
- Strong working knowledge of MS Office applications – Word, Excel, PowerPoint
- Basic computer knowledge
- Detailed knowledge of Whistler area and available services
- Proven ability in managing time is critical; must be able to plan and execute effectively and efficiently
- Leadership, management and supervisory skills
- Previous experience in a similar role in a similar size/type of property
- Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
- Ability to access, input, analyze and retrieve information from computers

## **SKILLS AND EXPERIENCE CONT'D...**

- Ability to create, implement and monitor hotel and staff goals, strategies, policies and training
  - Experience using Galaxy UX, Lightspeed, Starguest and MICROS an asset
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## **GENERAL REQUIREMENTS:**

- Diploma or certificate in Hotel/Restaurant Management or the equivalent is an asset
  - First Aid Certificate is an asset
  - Must be able to sit at a desk for up to 8 hours per day
  - Requires manual dexterity to use and operate all necessary equipment
  - Diploma or certificate in Hotel/Restaurant Management or the equivalent is asset
  - Must be able to stand and exert well-paced mobility for up to 8 hours in length. Must be able to lift up to 15 lbs. on a regular and continuing basis
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