



Job Description

POSITION TITLE: Director of Hospitality and Guest Services
REPORTS TO: General Manager
DATE PUBLISHED: November 2018
DEPARTMENT: D6200 Lodging and D5200 F&B

General Purpose:

The Director of Hospitality will be responsible for the successful management of all resort Hospitality and Guest Services operations. This hands-on leader will be accountable for the effortless and seamless movement of guests in and out the resort and for providing exceptional levels of guest service through the guests' entire experience at the resort and will ensure smooth running operations and maintain financial responsibility and profitability over Guest Services, Lodging, Food & Beverage and on-site G&A divisions.

Essential Duties and Responsibilities:

General:

- Monitor and control labor and operating expenses through effective planning, budgeting, purchasing decisions, policy making, and inventory control while focusing on creative cost control and revenue generation solutions to maximize profit in the division and resort.
- Effectively supervises all areas include coaching and counseling, and disciplinary action as necessary
- Ensure that department profitability objectives are met
- Assists in preparing business forecasts. Makes suggestions that will improve revenue, reduce costs and increase guest satisfaction
- Supervise all training programs
- Supervise all Hospitality staff. Recruit, hire, orient, train, and mentor the performance of all managers and supervisors. Assist managers in the recruiting, hiring and managing of their frontline staff.

Lodging:

- Oversees the activities of the Front Office, Housekeeping, and Facilities
- Develop and implement service standards to ensure a consistent guest experience at a high quality level and problems are promptly resolved.
- Monitors and controls other divisional expenses such as supplies and equipment.
- Know all safety and emergency procedures for guests and employees and understand accident prevention policies

Food and Beverage:

- Lead and complete projects for the F&B team which focus on long-term development of the department & resort, yield, guest service, sales & marketing COGS control
- Oversee cost control of all food and beverage outlets by managing inventory, supplies and equipment; product and personnel levels.
- Maintain effective inventory and shortage controls; track expenses including payroll, supplies and maintenance.
- Continually improve customer satisfaction by handling customer inquiries, concerns or comments and providing solutions

Guest Services:

- Responsible for all lift ticket functions including supervision of season pass sales, daily lift ticket sales, and main lift ticket office.
- Ensure the daily, monthly, and yearly preparation of the skier visit count is accurate, produced and disseminated.
- Supervise store supervisors and ensure responsible inventory control of all retail locations.
- Supervise Guest Service Operations to provide courteous, knowledgeable and helpful assistance to all guests, and resolve all guest complaints in a quick and courteous manner.

Job Qualifications:

Education or Formal Training:

- College degree in business, hospitality management, or related field required.

Experience:

- Previous hospitality or food and beverage management experience required, preferably in a ski resort environment. Hands on and management expertise in more than one hospitality team area preferred such as lodging, food and beverage, ticket sales, guest services.

Certifications:

- Must have a valid NM Drivers' License.

Knowledge, Skills, & Abilities

- Strong project management skills required.
- Strong organizational skills
- Solid knowledge of computer applications, including Microsoft Office or the Google Suite of products.
- Strong typing, written and verbal communication skills and organizational skills.
- Solid accounting skills.

MATERIAL AND EQUIPMENT DIRECTLY USED:

Basic office equipment, computers, fax machine, etc.

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:

10% of the workday is spent outdoors in moving between areas; and skiing/snowboarding on Mountain tours with group leaders and VIP's. 90% of the workday is spent in a normal office environment. 50% of the workday is spent sitting, 10% walking, and 40% standing. Up to 35% of the work year is spent traveling.

Frequently engaged in normal conversation. Frequent use of near and far acuity, depth perception, color, and field of vision.