

OPEN POSITIONS AT CROWNE PLAZA HOTEL & EXHIBITION CENTER

Front Office Supervisor

Assists the Front Office Operations Director in the daily operation of the front desk operation. Provides guidance and support to guest service agents.

Responsibilities include:

- Assists in training and supervision of Guest Service staff
- Oversees and performs all front desk duties, including check-ins, check-outs, reservations, PBX, etc.
- Resolves guest complaints to the satisfaction of the guest.
- Knowledgeable of hotel property, amenities, area attractions, etc.

Qualifications:

- Prior hotel supervisory experience preferred. Opera experience a plus
- Strong oral and written communication skills
- Customer service experience
- Required to work different shifts including weekends and holidays.

Salary:

- \$12.00 to \$12.50 per hour