

Holiday Inn Available Jobs & Descriptions

1. Guest Service Agent (Full Time/Part time Flexible Hours)

Our guest's first impression of our property is the result of their experience with the front desk staff, and as such, this position is crucial to the long-term success of our hotel. Candidates must demonstrate, at the minimum, the following skills/qualifications:

- Communication & Interpersonal skills
- Be committed to providing an exceptional guest service experience at all times
- Effectively communicate shift notes to supervisors and other members of the staff
- Ability to professionally and efficiently handle any guest complaints or requests
- Ability to simultaneously do multiple tasks effectively and without error while maintaining exceptional guest service standards
- Demonstrate attention to detail in all tasks; be able to spot errors and inconsistencies - Misc.

Must have reliable transportation Holiday and Weekend availability is a must Candidates must be able to effectively operate a computer Candidates must be able to handle cash and other forms of payment in an organized and appropriate fashion Please no phone calls!

2. Social Sales Manager (Full Time)

- *Establish, maintain and grow relationships within the SMERF market. SMERF consists of sports, military, education, religious, and fraternal events.
- *Prepare gifts or rewards for in house corporate guests and meeting planners when necessary.
- *Coordinate events for SMERF clients, seeing them through from beginning to end.
- *Attend or have a fellow department head cover all events to insure guest satisfaction.
- *Be sure all calls and emails are responded to as quickly as possible, no later than 24 hours.
- *Communicate specific terms and conditions to your clients, warning them of potential additional charges should there be any damage incurred, and take responsibility to charge accordingly after the event.
- *Be solely responsible for communication between departments regarding your clients. Assist fellow departments in preparing for your events.
- *Obtain routine revenue goals set in place by your supervisor.
- *Maintain an organized schedule regarding follow ups for prospects, tentatives, final counts and post events. This should be maintained and recorded in Innfusion.
- *Perform weekly evaluations of your events within Opera and Innfusion to be sure they match and that all information is entered efficiently.
- *Post event – record actualized number of sleeping rooms in Innfusion. This number should match with Opera.
- *Promote the IHG Meeting Rewards program to your clients and meeting planners. Be sure to follow through in making sure they receive their points. Use as an incentive and sign up new members when applicable.

- *Review, print and distribute BEO's and Group Resumes to all department heads by the end of each Tuesday. Also, post BEOs on wall in sales office.
- *Maintain an organized schedule in regards to collecting payment for clients and charging PM accounts.
- *Maintain the Hotel Planner account. All leads should be responded to within 24 hours.
- *Network with local attractions. Set up appointments to meet with them and discuss partnering options. Focus on one per week to start. You should go to them first, strategize a partnering opportunity, then invite them to see the property. Record progress in Innfusion.
- *Market and network with local organizations and businesses within your market to let them know what our property has to offer. Determine who the decision makers and distributors are, exchange information and work with them for promotion opportunities or a referral program. Start with at least 5 per week. Record progress in Innfusion.
- *Perform weekly research of local events and conventions for the year. Establish and reach out to appropriate contacts to discuss the event and determine if there are host, sponsorship opportunities or the need for an overflow hotel. Record progress in Innfusion.
- *Obtain yearly report of lost business for SMERF accounts. Contact them in attempt to find out why we lost their business and to repair the relationship.
- *Act as a team player and attend all department head meetings with enthusiasm and a positive attitude.
- *Rotate performing monthly comp set calls amongst members of the sales team.
- *Rotate Saturday sales duties amongst members of the sales team.

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3. Banquets lead (Part Time/Full Time Flexible Hours)

- As a banquet employee, your job description consists of the following:
- *Clock In / Check your box.
- *Check all rooms with BEO in hand and make sure every request is completed.
- *Check all meeting spaces and foyer for cleanliness prior to the client's arrival:
- Freshly vacuumed / Clean floors
- Freshly cleaned / pressed linen, chair covers, sashes, etc. (No stains or tears)
- Be sure the room is at an appropriate temperature and the AC is working properly.
- Check all A / V equipment to be sure it is working.

- During meetings / breaks:
- Check to see if guest's need anything
- Refresh room and take out trash during their breaks (this will be done daily if it is a multi – day event)
- Check timer on AC to be sure it stays functioning properly

- After the meeting is complete:
- Break down room and return all items to their appropriate departments
- Immediately take dirty linen to the laundry
- Immediately notify Maranda and maintenance if there are any damages after an event
- Alert Craig to remove his items from the room if he hasn't already.
- Clean the event space (vacuum / wipe down walls if needed)
- When finished breaking down the room, it should either be set for the next event or set for a site tour

- Inventory – we will do an inventory of all our banquet items at the end of each month. You should check that all banquet storage areas are clean and organized prior to doing inventory so that the items are easy to find.
- Maintain quality appearance on all meeting space – check rooms daily and report any lights out, damages, broken items, items needing paint, carpet stains, etc.
- Lock all unused meeting space before you leave.

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