

GUEST EXPERIENCE SUPERVISOR

Student Residences - Summer Jobs



Hours:	Full-time, 30-40 hours per week
Salary:	\$20.25 per hour
Training Dates:	May 1 – 7, 2025
Contract Date Range:	May 1 – August 31, 2025 with possible extension

Job Description:

Every summer, Memorial University transforms its residences into a vibrant hotel operation, providing an exceptional opportunity for students to gain hands-on experience in hospitality. As part of our team, you'll work under the guidance of the Coordinator, Guest Accommodations, ensuring top-notch service for conference guests, sports teams, school groups and individual travellers.

In August 2025, St. John's will proudly host the Canada Summer Games, welcoming 4800+ athletes, coaches and managers to campus. Memorial University Residences will become the bustling Games Village. This prestigious event is a once-in-a-lifetime opportunity for our student staff, offering a unique chance to showcase your skills and dedication.

As a member of the team you will:

- Be an ambassador for our city and province, sharing the best of what Newfoundland and Labrador has to offer.
- Provide exceptional service to athletes, coaches and guests, ensuring their stay is memorable by providing leadership to the Guest Accommodations Team.
- Gain valuable experience in hospitality, customer service and teamwork.
- Inspire and strengthen the youth of our country through your dedication and hard work.

This is more than just a job; it's an opportunity to be part of something special, to grow personally and professionally, and to make a lasting impact. Join us and be a part of the excitement!

As a Guest Experience Supervisor, you'll lead part of our Guest Accommodations team,

The seasonal role runs from mid-May through late August. Join us and make every day special for our guests.

The Guest Experience Supervisor will:

- Promote guest amenities
- Take responsibility for the administrative duties such as continental breakfast program
- Prepare schedules as required
- Order inventory when necessary
- Responsible for online reputation management
- Build relationships with internal and external groups along with tourism operators
- Other related duties that arise from the Canada Summer Games operations

LEADERSHIP:

Oversee duties and performance of the Guest Accommodations team and other part-time staff. Ensure schedules are completed, supplies ordered and received, inventory rotated, and spaces tidied and organized.

GUEST SERVICES:

Set up, schedule, and promote all guest amenities, conveniences, and programs offered. Build relationships with external tour operators. Build and maintain relationships with internal units and groups that offer guest services and tourism products. Meet with and provide tours to prospective conferences and groups. Document all

processes, project time frames, etc. Ensure all brochures, print materials, and electronic sites are relevant and updated. Responsible for rate management and regular rate updates.

RESEARCH:

Review current practices and identify and suggest new offerings. Analyze customer feedback and suggest directions to improve the overall rating. Review industry research to identify accommodations and hotel trends.

MARKETING & COMMUNICATIONS:

Responsible for online reputation management. Monitor and respond promptly to guest reviews on booking sites and social media. Write content for web and print media and update and post regularly on social media sites. Suggest marketing initiatives and liaise with other staff and units to create marketing strategies. Establish a timeline and content calendar.

CANADA SUMMER GAMES:

In August, during the Canada Summer Games, your duties may differ from your regular responsibilities from May to July. These may include providing general information to Games Village residents about Memorial University and local tourism, assisting with key and campus card services, handling cleaning and repair requests, completing room inspections, organizing storage rooms and inventorying items.

Job Requirements:

Successful candidates must be currently studying at Memorial or another post-secondary institution, or be provisionally accepted into Memorial for the next immediate academic semester. Students must be in good academic standing. Students must have been registered full-time in the Winter semester and have the intention of returning to full-time studies in the Fall semester. Students must not be registered full-time for Intersession, Summer session, or Spring semester. Students may take courses part-time only if it does not interfere with their work schedule.

Candidates must possess a high degree of knowledge of Memorial's St. John's campus, our facilities, and our services. Completion of major coursework in communications, journalism, or related field is preferred. Work experience in hospitality, conferences, and events, business, tourism, or similar experience that provides the necessary transferrable skills is essential. Experience in leadership positions and activities is an asset. Multilingualism is required, with English as one of the languages. Preference will be given to candidates proficient in Canada's two official languages.

Candidates will be highly motivated, have a strong customer-service orientation, and have a demonstrated desire to exceed customer expectations. Specialized software programs and reporting require someone proficient in basic computer skills such as Microsoft Office (all programs). An entrepreneurial spirit and a desire to be an ambassador for Memorial University coupled with strong administrative and organizational skills and attention to detail round out the qualifications.

Remuneration:

Student employees will receive \$20.25 per hour, to be paid biweekly in alignment with Memorial University's payroll schedule. In lieu of vacation, student employees will receive 4% vacation pay.

Hours of Work:

Mainly daytime and evening shifts, and will include weekend shifts.

Hours of work are subject to change in August, due to Canada Summer Games, and may include overnight shifts during the event.

How to Apply:

Submit a cover letter, resume, and two references.

Applications must be received by NOON, Friday, January 31, 2025.

Online: Student Residences Portal
<https://www.mun.ca/stay/student-jobs/>
Proceed using your MUN Login

We thank all candidates for their interest; however, only those candidates selected for interviews will be contacted. Interviews will be conducted the week beginning Monday, February 24, 2025.

All qualified candidates are encouraged to apply; however, preference will be given to applicants who are legally entitled to work in Canada. Memorial University is committed to employment equity and diversity and encourages applications from all qualified candidates, including women, people of any sexual orientation, gender identity, or gender expression; Indigenous peoples; visible minorities and racialized people; and people with disabilities.