

GUEST SERVICES SUPERVISOR

Student Residences - Summer Jobs



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| 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 |

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.
- 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 Services Supervisor, you'll be a key part of our Guest Accommodations team,

Your responsibilities include:

- Prioritize workloads for members of the Guest Accommodations team
- Ensure rooms are prepared for arrivals
- Compile billing records for the guests and process payments
- Receive and process room blocks from groups
- Other related duties that will arise with the start of the Canada Summer Games

The Guest Services Supervisor will provide support, leadership, and administrative duties in the following areas for the duration of the conference season, early May through late August. Most shifts will be during the day and include weekends; however, evening work will be required. The successful candidate will receive, on average, 30-40 hours of work per week.

LEADERSHIP:

Task and prioritize work for Guest Services Associates. Liaise with staff to ensure rooms are prepared for arrivals in absence of their supervisor. Help Guest Services Associates during busy times including processing arrivals and departures, calculating and applying charges, receiving and recording payments. Ensure that the front desk and reception area are organized and stocked with all required items. Document, record, and report emergencies, damages, and facility issues as well as any inappropriate behavior by guests or other staff. Complete financial transactions and keep accurate records of invoices, payments received, and payments due.

Oversee and check deposits for completion, accuracy, and follow-through. Provide updates and discuss issues with the finance team.

GUEST SERVICES:

Provide exceptional guest service by answering enquiries and resolving any arising issues. Reply to electronic correspondences and ensure that voicemail messages are cleared daily.

GROUP PREPARATION:

Receive and process room block requests from groups. Meet with group organizers upon check-in and review regulations, health and safety, and emergency information. Input rooming lists, prepare keys, access cards, and invoices.

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. 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. English proficiency required, multilingualism preferred, especially the ability to communicate 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:

Successful candidates will receive \$20.25 per hour, to be paid biweekly in alignment with Memorial University's payroll schedule. In lieu of vacation, employees are paid 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.