



LOCATION: Sleepy Hollow Country Club, Scarborough, New York

DEPARTMENT: Operations/Front Office

JOB TITLE: Member Services Supervisor

REPORTS TO: Operations Manager

SUPERVISES: All Front Desk Staff/Responsible for scheduling, creating & upholding standards

COMPENSATION: Commensurate with experience, Exempt status

BENEFITS: Paid Time Off, Medical, Dental, Disability, Life, 401k

POSITION AVAILABLE: As soon as possible

MEMBER SERVICES SUPERVISOR JOB DESCRIPTION

The club considers this a critical position for the success of service. Many times you & your team are the first interaction a member or guests will have. That interaction can dictate how the Club is perceived and could set the tone for the rest of their stay. As a hotel front desk supervisor, you will be responsible for maintaining the highest level of standards. This can be accomplished by a detailed structure & systems by which you perform your day to day operations and ultimately training the team in this regard. Greeting guests in a courteous and professional manner is just the tip of the iceberg. You will be responsible for all room reservations, processing payments and safeguarding guest information. Coordinating services per guest requests to ensure a positive stay is imperative. We should have a never say NO attitude and be willing to help regardless of the request. Maintaining a clean work area is expected, same goes for computer files. Organization is a key element to success. You will need to work collaboratively with sales & other team members in the hotel to organize room blocks for events or take transient requests. Helping to create new initiatives, working with culinary team to organize amenities and ultimately creating all the special touches that ensure a memorable experience!



COMMUNICATION IS KEY!

- Establish a standardized telephone greeting
- Personalized written email confirmations for all reservations
- Internal communications with the team
- Positive dialogue established with external guests & internal guests which are team members.
- Manage reservation changes
- Communicate policies & procedures to new team members or via training of existing team
- Responsible for maintaining our daily/weekly *Sleepy Legend* publication which is the hub of information for the team

COMPOSURE IS PARAMOUNT

The front desk is truly the heart of the hotel. All communications filter through your area so it is important to multitask constantly. Catching all the details, communicating them and being positive and calm while doing so is important. There are times you will serve many guests at once, staying calm under pressure is a character trait you must possess. There are several occasions where the hotel busier than others, therefore you should be able to juggle a variety of tasks while remaining friendly to customers.

- Multitasking
- Flexibility
- Professionalism
- Professional Appearance
- Creating a Stress Free & Positive Environment
- Perform guest check in and check out
- Answer multi line phone
- Keep accurate account of reservations
- Engage with a variety of customers in a professional manner
- Remain calm under pressure
- Exhibit problem solving skills in difficult situations
- Safeguard guest information
- Maintain the welcome desk with a professional appearance



FRIENDLINESS

A front desk employee is typically the first person a guest sees upon entering a hotel. Therefore, front desk team members must be extremely welcoming. It is your duty to train employees of this standard and hold them accountable if they are not. Greetings every guest & every team member with a smile and kind salutation. Using guests name is very important in order to build that special connection with a customer, trying to be as genuine throughout the interaction is key.

- Customer Service/Using guest name/Welcome guests back
- Courtesy
- Enthusiasm
- Energy
- Guest Relations
- Interpersonal
- Positivity

ORGANIZATION

Front desk employees are always multitasking; they must answer phones, greet guests, answer questions, check out customers, and more. Being organized allows a front desk worker to juggle these multiple tasks in a more efficient manner. As a supervisor your duty is to maintain this standard.

- Attention to Detail
- Efficiency
- Prioritization
- Time Management
- Computer Files & Systems
- Work Desk Cleanliness



PROBLEM SOLVING

You normally win guests over when things go wrong, so it is your responsibility to help find solutions when problems arise. A never say no attitude and empowerment to offer guests a resolution is key to our success. Allowing issues to linger will only make things worse, working quickly & efficiently is important. Remember we are here to serve our guests and as long as it ethical & legal we should do anything everything to ensure a memorable experience

- Analytical
- Creative
- Resolving Complaints
- Troubleshooting
- Customer Service
- Never Say No Attitude

SALES

We firmly believe ALL employees are sales people! You should be able to promote specific hotel services & offer suggestions. Have a local attractions list, restaurant recommendations, inform members of upcoming events, new specials on the dining menu! Upsell larger suites! As supervisor maybe setup small incentives for team members that prioritize this.

- Promote Facilities and Services
- Recall Customer Programs
- Provide Information on Hotel Services
- Upselling
- Using guests name & welcoming back guests is important way of connecting



TEAMWORK

You will set the tone at the front desk in regards to your team working well together and with others. Respecting one another while on duty is expected. Anything otherwise will not be tolerated. Communicating with members, guests & your internal guests (team members) always in a positive & respectful tone is important for the clubs culture. One person cannot be responsible for a positive interaction and building a great environment, it takes the whole team to act to collaborate and create a great team culture! You will be responsible to make sure this is the tone you set in your area.

- Collaboration
- Leadership
- Team Building
- Positive Culture
- No room for Toxic behavior

TELEPHONE GREETING

Establishing a phone greeting that is uniform is the first step. An example: **Good Morning! Thank you for calling Sleepy Hollow Country Club, my name is Jane how can I assist you today?** The voice fluctuation is key, saying the greeting in a genuine & positive tone is important. A guests will be able to sense your tone either way. Your duty as supervisor is to comply and train others to do so as well.

ESTABLISHING PHONE ETIQUETTE & STANDARDS

- Have a standard answer greeting to create uniformity in your branding.
- Make sure your voice radiates a sincere, helpful and excited tone.
- Keep caller hold times as low as possible; ensuring immediate assistance.
- End all conversations with a cheerful invitation to call back if they need anything else.
- If you are assisting another guests offer to call a guests back to avoid a long wait time.
- Do not transfer a call without making sure there is someone there to pick up. Unless they ask for VM
- Always answer the phone within the first three rings



AS SUPERVISOR OR YOUR TEAM SHOULD NEVER....

- Place a calling guest on hold without asking for permission to do so.
- Answer to a guest question with “I don’t know”, don’t guess. Offer to call back and investigate the answer
- “Sorry, I can’t help you.” Find someone who can.
- Be rude or short on the phone, or offer no solution.

QUALIFICATIONS

LUXURY HOTEL/CLUB BACKGROUND PREFERRED
COLLEGE EDUCATION PREFERRED

LANGUAGE AND COMMUNICATION SKILLS:

- Must be able to communicate & interact professionally with members & employees in English language.
- Ability to communicate in Spanish – a plus
- Excellent written communication skills

PHYSICAL, SENSORY, AND MOTOR DEMANDS:

- Able to move fast and multi-task in a fast paced, high stress / pressure environment (Heat and Action)
- On feet frequently – up to 8-10 hours a day.
- Frequent Walking
- Exerting up to 50 pounds of force occasionally and / or up to 20 pounds of Force frequently, and / or up to 10 pounds of force constantly to move objects.

Please Note: This position will temporary be responsible to assist with Safety initiatives & Standards during current our current climate