



JOB DESCRIPTION

Title: Guest Service Team Leader	Team: Chanticleer Inn Bed & Breakfast
Reports to: Chanticleer & Grandview Manager	Status: Full-Time, Non-Exempt

Summary

The Chanticleer Guest Service Team Leader position offers this partner the opportunity to lead an amazing team as they foster guest service excellence at one of the area's most unique boutique lodging experiences atop historic Lookout Mountain. Typical work schedules occur between 7:00AM-7:00PM, ranging from 6–8-hour shifts. Under the direction of the Chanticleer & Grandview Manager the Guest Service Team Leader is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Interacts with guests on property, by phone, and via email in order to assist with any questions they may have regarding general inquiries and/or the surrounding area and attractions.
- Responds to guest inquiries and needs on-site.
- Processes transactions such as retail sales, deposits, and general payments.
- Tracks bookings as well as generates and interprets operational reports.
- Engages in general cash-handling procedures.
- Oversees daily operation of main guest house.
- Opens and closes the main guest house each day.
- Maintains pool and recreational area, when open, ensuring the space is ready for guests and safe.
- Regularly inspects property for any issues or needs.
- Notifies manager of any general property maintenance issues.
- Performs the set-up, maintenance, and operation of the morning and evening food service.
- Cleans and stocks bathrooms as well as cleaning of the other non-guest room areas.
- Coordinates and facilitates guest check-ins/check-outs, including the movement of guests between rooms, when needed.
- Ensures property and assets are kept secure at all times.
- Proactively manages labor during changing business needs.
- Shares in the daily supervision of partners, along with the manager and other team leaders, motivating and leading them in accordance with our Culture and Values.
- Participates in the interview/selection process for new partners on the Guest Service team.
- Participates in initial and ongoing training of guest service team members, ensuring all training is completed in a timely and thorough manner.
- Adheres to organization's processes and procedures, ensuring these are consistently followed at all times.
- Performs other duties as assigned by management.

Qualifications

- Must be at least 18 years old.
- High school diploma or GED required.
- Minimum 6 months experience preferred in guest service leadership role.
- Experience within the lodging, hospitality, or related field preferred, and willingness to receive training.

- Strong leadership skills with the ability to motivate, develop, and oversee others.
- Ability to lead a team of up to 15 partners.
- Ability to deliver a superior level of guest service, trouble-shoot and problem-solve independently, and facilitate an overall excellent guest experience. Able to communicate to the team and train partners on the same.
- Proficient with Microsoft Office Suite, including Outlook, Word, Excel, etc. Point-of-Sale and similar software experience a plus.
- Possess a kind personality, the desire to contribute to a great team.
- Ability to display a professional, engaging, and polite image to guests and partners.
- Ability to speak effectively in one-on-one and small group situations knowing that your feedback and input is important to the team.
- Ability to read and understand operational documents.
- Ability to work effectively with a team in a fast-paced, efficient, environment.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 40 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.