

Position: Guest Services Supervisor

Reports to: Guest Services Manager

Start Date: March 2024

Hours and Location: Seasonal, full time hours on Cortes Island

Wage: \$21.00/hour to start

ABOUT US

Hollyhock creates meaningful experiences to inspire personal growth and social transformation. Our vision is to achieve a future where people live in right relations with ourselves, each other, and the natural world; understanding that these are intricately connected. We host over 100 programs each year, immersing our staff in a culture of connection, honesty, trust, and authenticity.

Our oceanfront Cortes Island campus rests in the traditional territories of the Klahoose, Tla'amin, Homalco Nations; and as the current stewards of this land, we are committed to renewing our relationships with these First Nations peoples.

Our campus boasts rustic accommodations, garden to table meals, yoga, bodywork, a world-famous garden, hot tubs, and network of nature trails through towering cedar and douglas fir trees. Hollyhock staff receive discounts on all of our services and meals, and the opportunity to experience a complimentary Hollyhock program.

We believe that a workforce that reflects the diversity of the communities we serve strengthens our ability to achieve our mission. We strongly encourage applicants of all genders, ethnic and cultural backgrounds, sexual orientations, abilities, and with a range of life experiences to apply. Please feel free to state any aspects of your identity that may contribute to diversity in our workforce in your cover letter, so we can prioritize your application.

ABOUT THE ROLE

Our Guest Service department is the communication center for our guests, presenters, staff, volunteers and extended island community. The Guest Service Supervisor provides leadership, encouragement, training and role modeling for our Guest Service and campus departments.

You will glide through a fast-paced environment, with presence and meaningful internal and external connections. You have a genuine enthusiasm towards our guests and have a positive impact on their entire experience at Hollyhock.

This position is a leadership role and actively participates in decision making, collaboration, and communication loops with all Supervisors and Managers on our Cortes Campus.

KEY RESPONSIBILITIES

Leadership

- Engage and uphold accountability for all aspects of guest experience standards on campus
- Support a positive guest experience by encouraging feedback and providing guest resolution solutions in collaboration with campus leadership
- Enhance direct communication and team culture with all Hollyhock departments
- Cortes campus leadership support especially when Guest Services Manager is unavailable, including attending Manager meetings

Guest Service

- Engage in all guest communications and registrations by email, by telephone and in person
- Conduct guest in person arrival and departures
- Accountable for the appearance, standards, and performance of the Guest Service Team and Gateway Building
- Uphold revenue goals by maximizing room occupancy ensuring rates are obtained
- Allocation of all rooms to include special requests and any other requirements
- Work closely with Guest Services Manager to update and improve standards and protocols
- Set daily task lists and follow up communications with guest service staff
- Create department work schedules
- Provide on-going training for new and existing Guest Service staff
- Ensure all programs are charged 30 days prior to arrival
- Follow up with guest accounts and overdue balances
- Support for new travel initiatives
- Maintain up to date sharegiver accounts
- Communicate with scholarship applicants and apply funds to guest folios
- Cross check reports with Housekeeping Supervisor on Arrival/Departure days
- Troubleshoot Retreat Guru errors and system updates
- Operate from an Accounting Login on Retreat Guru
- Additional tasks assigned by Guest Services Manager

QUALIFICATIONS

- Previous experience in customer service is an asset
 - Working knowledge of computers and software applications including proficiency in Google Apps and Office Suite
 - Excellent communication skills
 - Ability to respond calmly in busy situations, effective conflict management and decision-making skills
 - Strong organizational, administrative and time management skills
 - Cash handling experience is an asset
 - Ability to speak a second language is an asset
 - The successful candidate must be legally able to work in Canada and enjoy living in a remote setting
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APPLY

Please apply by contacting fiona@hollyhock.ca

This position is open until it is filled.
Please get your application in as soon as possible.