

## **Position: Inn at Pleasant Lake Assistant Innkeeper**

The Inn at Pleasant Lake difference: Welcome to the Inn at Pleasant Lake, where we have a passion for providing our guests with memorable experiences. It all starts with our team. Our team cares for our guests, collaborates with each other, learns from one another, and is excited to offer new ideas. We don't just offer accommodations, we craft experiences, and we have a lot of fun doing it. Our team values family and friendships and it shows in our work environment. If this sounds like a fit for you, talk to us and discover what makes our team so special and our inn the #1 rated establishment by our guests.

Job brief: We are looking for an Assistant Innkeeper to support the Owner/Innkeeper with all aspects of the operation. The assistant innkeeper manages many roles seamlessly, always with the main objective of ensuring that our guests' needs are met, and their expectation exceeded, every day. This is an active position in a fun environment with potential to grow into the Innkeeper role. Ultimately, you will help create a pleasant and memorable stay for our guests. If you have a knack for customer service and a passion for hospitality, we'd like to meet you.

### Guest Services Responsibilities:

- Ensure every guest interaction is 5-star: on-line, email, phone, in-person. Check with guests at least 3 times throughout the visit. Proactively engage to assess attitudes, seek feedback and address any concerns.
- Ensure facility is up to standard – Clean, lights, trash, music, furniture, patio, parking, baths, etc.
- Manage Schedule for Guest Services and Housekeeping within company standards.
- Assist owner's in inn operations as needed – order supplies, prepare documents for accounting functions, engage with suppliers, attend staff meetings, etc.
- Sales and promotion – educate guests on our offerings at any opportunity, facilitate sales (rebooking, dinner, to go, retail, etc.). Provide options, when initial response is likely 'no'.
- Reservation Mgmt – systems, data, books, communication/schedule impacts, both Restaurant and Inn
- Welcome guests upon arrival and ensure their comfort - Reception, Check-ins, Check-outs
- Guide guests and provide information about our hotel, available rooms, rates and amenities, the area, available specials or events. Help fulfill their plans. Go the extra mile.
- Guest Food & Bev Service: PM Tea, stock fridge, Coffee, infused water, To Go meals
- Breakfast Services and Support (depending on size and scheduling)
- Email response and guest communications
- Liaise with housekeeping to ensure all rooms and common areas are clean, tidy and fully-furnished to accommodate guests' needs. Jump in when needed.
- Anticipate concerns or issues and respond to guests' complaints in a timely and professional manner.

### Key Characteristics and Requirements:

- Excellent, intuitive people skills and a natural disposition to engage and enjoy people
- Customer-centric service attitude
- Ability to stay calm under pressure, ability to "think on your feet"
- Excellent communication, (verbal and written) organizational skills, computer skills
- Work experience as a Guest Services Agent, Receptionist or similar role is a plus. Willing to train.
- Experience with hotel and restaurant reservation software or degree in hotel management is a plus.
- Willingness to learn and grow in the role is essential.

Compensation Structure: Hourly starting at \$14/hour based on experience (will assess)

*To Apply: Submit application detailing your experience. Must be legal to work in the United States and be self-sufficient for transportation.*