

Position: Inn at Pleasant Lake 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.

Job brief: We are looking for an Innkeeper to manage the operations at Inn at Pleasant Lake and serve as our guests' primary point of contact and manage all aspects of their experience from initial reservation to their 5-star review and intentions to return. The Innkeeper has a broad level of management responsibility across many functions at the Inn which creates a diversity of tasks and keeps the days interesting. As a manager, you are expected to have a high level of problem-solving skills, to be able to think on your feet, and to be reliable and accessible whenever the inn is operating. The role requires diverse aptitudes from physical, to technical, to social, to sales skills. 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.

Innkeeper 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 condition is up to standard – Clean, lights, trash, music, furniture, patio, parking, baths, 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'.
- Manage and schedule Guest Services functions within company standards.
- Manage and schedule Housekeeping functions within company standards.
- Manage Breakfast and Tea services for Inn functions (Integrate with kitchen)
- Event sales, planning and execution (focus on group sales and small events)
- Facilities Management and Maintenance
- Community relations and reputation management
- Email response and guest communications as well as marketing support
- Systems and Technology management – telephones, network, sound, inn and restaurant reservation
- Email response and guest communications
- 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 and organizational skills
- Experience with hotel and restaurant management is a plus. Willing to train.
- Degree in hotel management is a plus, willingness to learn and grow in the role is essential
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Compensation Structure: 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.