



JOB TITLE Guest Experience Coordinator

LOCATION TOURISTS Hotel

EMPLOYMENT CLASSIFICATION Non-Exempt/Hourly, Full Time

DIRECT REPORT Food and Beverage Director, Front Office Director

PAY RATE \$15-17/hour plus 3 points in the tip pool

TOURISTS WELCOME is a hospitality development & management group based in North Adams, MA delivering memorable experiences by connecting guests with breathtaking nature, timeless leisure, local history, and art and music happenings.

In 2018, we opened TOURISTS, a 46-room flagship hotel modernizing the aesthetic of a classic American motor lodge. The land on which the hotel sits straddles the Hoosic River, revealing a network of walking trails, and forest clearings designed for year-round exploration guided by our on-site Art & Adventure team. In 2019, we opened our second project, The Airport Rooms, an on-site restaurant & cocktail lounge for hotel guests and the community to enjoy.

With an unquenchable interest in the natural history of the region and a goal of providing an economic engine for local employment, TOURISTS WELCOME continues to evolve in and outside of North Adams, with new projects coming soon.

This is a very visible position. All TOURISTS staff are expected to greet all guests in close proximity and make each feel important by providing a genuine welcome. Furthermore, the Guest Experience Coordinator must develop and maintain the company's culture, values and reputation in the public eye, and with all staff, guests, vendors and partners.

Based upon fluctuating demands of the operation, it may be necessary to perform a multitude of different functions not specifically related to this position. The Guest Experience Coordinator may be expected to perform other tasks and duties as needed or as directed. Furthermore, employee responsibilities and job descriptions are subject to review and revision.

RESPONSIBILITIES

- Review of daily shift logs, F&B/FDA checklists, weekly side work tasks
- Comply to shift checklists and Standard Operating Procedures (SOPs)
- Attend weekly arrivals meetings
- Act as primary point of contact for FOH line staff during their shift, including stepping into front desk and F&B FOH roles during their breaks and in the event of a call-out
- Support Front Desk, Bar and Food service across property to ensure a seamless experience for guests
- Oversee the flow of all food and drink service during the shift to ensure all guest needs are being met and service is being expedited where needed
- Maintain open communications with the kitchen on food orders to ensure timely delivery of executed plates to guests
- Assist with expediting food orders, if needed
- Ensure proper cash handling at all POS outlets, accurately making deposits and counting drawers, as needed



- Support all Front Desk Activity
 - Check guests in and out in a confident, professional and personalized manner
 - Ensure all Individual and Group/Block reservations are handled efficiently and accurately
 - Ensure all calls are answered in a courteous, professional and efficient manner
 - Meet and exceed guests' expectation by anticipating the services they might require
 - Make reservations for guests that call or walk-in
- Ensure immediate response is given to any and all guest comments and concerns, escalating to a Manager if needed.
 - Assist in implementing corrective measures when necessary, and maintain accurate log of concerns and resolution
 - Communicate all service recovery issues with Front Office Director and F&B Director as needed
- Maintain a high level of cleanliness and safety in the work area
- Ensure consistent levels of tidiness across the property; alert maintenance and housekeeping staff to any major issues
- Practice safety with all equipment to ensure safe working conditions
- Assist with special events on property, as needed
- Maintain that materials and menus are up to date and high quality presentation
- Manage stock levels to ensure proper inventory of all F&B, Front Desk, & Retail supplies, communicate with managers of any ordering needs
- Assist with F&B and Front Desk monthly inventories
- Assist retail team with inventory and retail operations, restock items as needed
- Assist Front Desk team with guest needs ie. making daybeds, delivering towels, room drops, etc.
- Assist Housekeeping and MGMT team with inspections and daily arrivals needs
- Oversee pool reservations and pool service, seasonally

Staff Oversight

- Assist with training of all service staff to ensure consistency in service standards
- Communicate with management when any service issues arise, or when daily checklist/weekly side work items are not completed in a satisfactory manner; re-train staff as needed until skills are mastered

Quality Standards and Improvements

- Communicate to F&B Manager and Front Office Manager any necessary updates to SOPs as needed for efficiency and quality
- Liaise with management and Culinary team regarding any new FOH procedures
- In absence of F&B manager, communicate any new menu items and menu changes to FOH staff
- Make recommendations regarding operational procedures and provide ways to improve all aspects of Food and Beverage program

Safety and Regulatory Compliance

- Keep abreast of property safety and emergency procedures
- Monitor compliance with health, fire and OSHA regulations regarding food preparation and serving, and building maintenance in lodging, dining, prep and storage facilities (Deck Bar, Dish Room)
- Ensure timely reporting of all safety infractions and injury incidents
- Ensure that all equipment is maintained in good, safe working condition



- Monitor employee activities to ensure liquor regulations are obeyed
- Certifications: Servsafe Manager Certified

PERSONAL PERFORMANCE STANDARDS

- Ensure open lines of communication with staff, all departments and upper management at all times via radio, email, log books, meetings, etc., to ensure all needs of the hotel are met
- Attend all relevant meetings and maintain meeting notes
- Adhere to all standards of operations, policies and procedures, manuals, training material, memos and verbal instruction
- Create a respectful and safe work environment
- Maintain on-going professional development
- Maintain an increased awareness of safety issues throughout the property

TRAINING REQUIREMENTS

- Systems: SNT, Lightspeed, Tock, Whistle, Way, Shopify, Google Suite
- Hotel policies and SOPs
- Basic Housekeeping knowledge to assist with guests needs

EDUCATION & EXPERIENCE

- Two (2) years related experience in hospitality or service industry
- High School diploma or General Education Degree (GED)

COMPETENCIES

- Must be able to speak, read, write and understand the primary language(s) of the workplace (English)
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals
- Ability to communicate in writing or verbally
- Proficiency in Google Suite: Docs, Sheets, etc
- Guest service
- Attention to detail
- Ability to understand computer programs (i.e. Property Management System)
- Ability to apply concepts of math including: addition, subtraction, multiplication, division, algebra and geometry, using whole numbers, common fractions, and decimals.
- Certificates, licenses, and/or identification cards as required by the U.S. Department of Justice to verify employment eligibility.

SECURITY/CONFIDENTIALITY

- Maintain an increased awareness of safety issues.
- Ensure all security policies and procedures are observed in areas such as computer security, keys, locks, inventory, property and employee information.
- Ensure all financial and employee data is secure and confidentiality of data and related information



is maintained.

WORKING CONDITIONS/ENVIRONMENT

1. The noise level in the work environment is usually moderate
2. The person in this position may have to lift up to fifty (50) pounds on a daily basis; anything over fifty (50) pounds is considered a minimum two (2) person lift
3. The person having this position may have to sit for one (1) hour, stand and/or walk, push, kneel, bend, balance, squat, reach and stretch for eight (8) hours per day
4. Extended time utilizing computer systems and screen time are expected in this position.

The work environment characteristics described herein are representative of those an employee typically encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TOURISTS is an EEOC Employer.

** * * To begin the application process please [fill out this form](#) * * **