Hotel Managing Supervisor

Job ID
10431

PETUNIA INVESTMENTS LTD. DBA Canada's Best Value Desert Inn & Suites

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LOCATION	DATE POSTED	EXPIRY DATE
1069 South Trans-Canada Hwy, Cache Creek, BC V0K 1H0, Cache Creek, BC| British Columbia	11-08-2026	07-02-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD $26 per hour; 30 hours per week	2 years to less than 3 years	Secondary (high) school graduation certificate

Job Details

Employer: PETUNIA INVESTMENTS LTD.
Operating Name: Canada's Best Value Desert Inn & Suites
Position: Hotel Managing Supervisor
NOC: 62022 – Accommodation, travel, tourism and related services supervisors
Number of Positions: 1
Wage: $26.00 per hour
Working Hours: 30 hours per week
Employment Type: Full-time, Permanent
Work Location: 1069 South Trans-Canada Hwy, Cache Creek, BC V0K 1H0
Language of Work: English

About Us
Canada's Best Value Desert Inn & Suites is a hotel located along the Trans-Canada Highway in Cache Creek, British Columbia. We provide accommodation and guest services to travelers visiting or passing through the region.
We are seeking a Hotel Managing Supervisor to coordinate day-to-day accommodation and guest service activities, support staff, and help ensure smooth daily hotel operations.

How to Apply
Interested applicants are invited to submit their resume by email to: canadasbestvaluedesert@outlook.com
Please include "Hotel Managing Supervisor" in the subject line.
We thank all applicants for their interest; however, only candidates selected for an interview will be contacted.

Job Description

Job Duties
• Coordinate, assign and review the daily work of front desk and guest service staff, including reservations, guest registration, check-in, check-out, payment processing and responding to guest inquiries.
• Prepare staff work schedules and shift assignments to maintain appropriate coverage for guest arrivals, departures and

day-to-day hotel operations.
• Establish and maintain work procedures for reservations, room assignments, guest registration, payment processing, record keeping and shift handovers.
• Coordinate with housekeeping and other hotel staff regarding room availability and readiness, guest requests and other matters affecting daily accommodation services.
• Resolve day-to-day operational issues, including reservation problems, billing discrepancies, guest complaints and service-related concerns, and prepare shift, incident and other operational reports as required.
• Train staff in job duties, guest service procedures, reservation and payment processes, workplace safety procedures and hotel policies.
• Monitor front desk and guest service supplies and request additional supplies and materials when required.
• Ensure the proper operation of front desk computers, reservation systems, payment terminals, telephones and other related equipment, and arrange for maintenance or technical assistance when necessary.
• Perform front desk and guest service duties as required, including taking reservations, registering guests, processing check-ins and check-outs, accepting payments and responding to guest inquiries.

Qualifications
• Completion of secondary school is required.
• Minimum 2 years of experience in customer service, hospitality, accommodation services or another related service environment is required.
• At least 1 year of experience supervising, coordinating, training or leading staff in a service environment is required.
• Experience dealing with customers, resolving complaints and handling day-to-day service or operational issues is required.
• Strong organizational, communication and interpersonal skills.
• Ability to coordinate staff activities, prioritize work and respond to operational issues independently.
• Basic computer skills and ability to learn and use hotel reservation, payment and front desk systems.
• Ability to work flexible shifts, including evenings, weekends and holidays as required.
• Previous hotel, motel or accommodation industry experience is an asset.

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