Guest Service Manager

Pomeroy Inn & Suites Prince George

Job ID
11235

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LOCATION	DATE POSTED	EXPIRY DATE
2700 Recplace Dr, Prince George, BC| British Columbia	03-11-2026	02-05-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 72,100 to $75,000 per year	2 years to less than 3 years	Other trades certificate or diploma

Job Details

Guest Service Manager
Pomeroy Inn & Suites Prince George
2700 Recplace Dr, Prince George, BC V2N 0H4

Employment Type: Full Time - Salaried
Pay: $72,100 to $75,000 per year
We are looking for a Guest Service Manager to join our team!
We are looking for an experienced Guest Service Manager who enjoys leading and developing a team, creating exceptional guest experiences, working in a dynamic hotel environment, and driving strong service and operational results.
Job Description
As a Guest Service Manager, you are authorized to exceed guest expectations through the people you lead at the Front Desk, in the Breakfast Room and within the Clean Team - Housekeeping, Laundry and Janitorial. You will achieve excellence by leading and teaching your people to make business and service decisions that are focused on upholding the highest standards in guest and employee retention while delivering against key financial goals and performance metrics for the hotel. We commit to giving you the training, tools, support and feedback required to be successful; achieving excellence is up to you.
Pomeroy Perks
• Competitive wages and Health and Wellness benefit plan.
• Paid on-the-job training with additional learning opportunities.
• Growth and development opportunities, both personal and professional.
• Annual Performance Feedback Meetings with merit-based increase.
• Personal days: 5 per year after 90 days of continuous full-time employment.
• Pomeroy Stay Travel Program.
• Food and Beverage Discounts at Pomeroy owned restaurants based on location.
• Recognition Program.
• Cell Phone Allowance.
• Engaging Work Environment.
• Work Life Balance.

Key Focuses

• Is visible in operations throughout the day; supporting quality first impressions at the front desk, lobby, and guest entrance.
• Maintains a friendly, attentive, and professional demeanor during all guest encounters and responds appropriately to guest complaints.
• Welcome each guest in a prompt and courteous manner as they enter the lobby through effective scheduling.
• Oversees and manages guest services operations, ensuring high levels of guest satisfaction.
• Develop and implement effective guest service strategies and procedures. Executes VIP arrival protocols.
• Collaborates with other departments to ensure seamless guest experiences throughout their stay.
• Provides their team with the resources, training, direction, coaching, and feedback required for their continuous development.
• Maintains their team’s knowledge of hotel room types, amenities, brand hallmarks, promotions, rate plans, and community amenities.
• Inspect guest rooms and public areas for cleanliness and maintenance issues; documents result and creates an action plan to rectify the problem.
• Ensures personally and guides their team to execute assigned deliverables in a manner that requires little or no follow-up regarding timeliness, scope, and quality.
• Assists in scheduling, payroll, and budgeting as required and ensures compliance with company policies and procedures.
• Protects self, co-workers, and guests against safety hazards; reports and documents incidents immediately.

Experience/Passions/Education

• Minimum 2 years of experience in hospitality required.
• Post-secondary education in Hospitality, Tourism, Business, or a related field.
• Minimum 1 year of experience in a leadership role in Front Office is an asset.
• Experience overseeing Front Desk, Housekeeping, and/or Food & Beverage is an asset.
• Proven ability to coach, motivate, and develop high-performing teams.
• Strong knowledge of hotel operations and guest service standards.
• Strong communication, organizational, and problem-solving skills.

Salary Range

$72,100.00 to $75,000 per annum

Working Conditions

This position may include dayshift, afternoon, or evening shifts any day of the week or weekend. This position will require long periods of standing and may require lifting up to 30 lbs. and bending. There may be periods of independent work and brief periods of exposure to cold air due to the location of the front desk.

About Pomeroy Lodging

Pomeroy Lodging is Western Canada’s leader in hospitality and lodging. Driven to meet every need, we own and operate a comprehensive range of hotels and resorts throughout the West. Our investment goes well beyond the walls of our hotels and the land we build on. Pomeroy Lodging is committed to investing heavily in our people, properties, and communities.

To apply please go to this link https://pomeroylodging.talentnest.com/en/posting/245301

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