

**201898 - Senior Property Administration Specialist (Rooms) (Food and Beverage) -**

Marriott Guyana – Georgetown

**Job Posting Information**

<b>Term Posted:</b>	All Terms
<b>Job Title:</b>	Senior Property Administration Specialist (Rooms) (Food and Beverage)
<b>Job Type:</b>	Co-op/WIL
<b>Job Location:</b>	Georgetown, Guyana
<b>Job Start Date:</b>	January 6, 2025
<b>Job End Date:</b>	May 2, 2025
<b>Salary range (annually/hourly):</b>	Pay will be in Guyanese dollars - GYD 150,000.00 Monthly, 40 hours per week
<b>About the Company:</b>	<p>Our Property Administrative Specialists play an important role in a number of vital hotel functions. At our hotels, Property Administrative Specialists work across departments (e.g., Guest Services, Engineering, Food &amp; Beverage) to support administrative needs. Whether providing administrative support (e.g., prepare documents using word processing, spreadsheet, database, or presentation software), serving as the point of contact for clients and vendors, or acting as the liaison between the Sales Office and clients throughout the event process (pre-event, event, post-event), our Property Administrative Specialists get the job done. They are critical to ensure smooth operations throughout the entire hotel. No matter what position you are in, there are a few things that are critical to success: creating a safe workplace, following company policies and procedures, upholding quality standards, and ensuring your uniform, personal appearance, and communications are professional. Develop and maintain positive working relationships with other employees and departments, support team to reach common goals, and listen and respond appropriately to the concerns of other employees. Report accidents, injuries, and unsafe work conditions to manager. Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance. Stand, sit, or walk for an extended period of time. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Perform other reasonable job duties as requested by Supervisors.</p>
<b>Responsibilities:</b>	<p><b>NOTE:</b> There are two available positions, 7 Food &amp; Beverage position and 7 Rooms position;</p> <p><b>Critical Tasks:</b>  <b>General Administration</b></p> <ul style="list-style-type: none"> <li>• Open, read, and prepare answers to routine letters.</li> <li>• Locate and attach appropriate files to incoming correspondence requiring replies.</li> <li>• Take and distribute meeting minutes to appropriate individuals.</li> <li>• Handle incoming and outgoing mail, including date stamping and distributing incoming mail (e.g., overnight mail, delivery/messenger services, First Class, Federal Express, UPS, Cablegrams, Telex, Mailgrams, Telegrams, Voicemail certified, International, and Registered).</li> </ul> <p><b>Communication and Administration</b></p> <ul style="list-style-type: none"> <li>• Collect, develop, and submit content to update property web sites on Marriott.com.</li> <li>• Speak to guests and co-workers using clear, appropriate and professional language.</li> </ul>

- Answer telephones using appropriate etiquette including answering the phone within 3 rings, answering with a smile in one's voice, using the callers' name, transferring calls to appropriate person/department, requesting permission before placing the caller on hold, taking and relaying messages, and allowing the caller to end the call.
- Talk with and listen to other employees to effectively exchange information.
- Discuss work topics, activities, or problems with coworkers, supervisors, or managers discreetly and quietly, avoiding public areas of the property.
- Prepare and review letters, memos, and other documents using word processing, spreadsheet, database, or presentation software, verifying accuracy and completeness.

#### **Guest Relations**

- Address guests' service needs in a professional, positive, and timely manner.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible. Thank guests with genuine appreciation and provide a fond farewell.
- Anticipate guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible.
- Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process (e.g., LEARN, PLEASED, Guest Response, LEAP) to resolve issues, delight, and build trust.
- Assist other employees to ensure proper coverage and prompt guest service.

#### **Sales Administration and Event Coordination**

- Act as on-property guest point-of-contact (e.g., greet guests and fulfill guest needs) and facilitate event experiences (e.g., food and beverages, service needs) throughout the process (pre-event, event, post-event).
- Coordinate and communicate verbally and in writing with customers (internal and external) regarding event details. Follow up with customer post-event.
- Act as liaison between the Sales Office sales person and customer throughout the event process (pre-event, event, post-event). Solve problems and/or suggest alternatives to previous arrangements.
- Enter group and catering Actuals into appropriate system and communicate with Group Sales Office after group departure regarding actual room pickup numbers.
- Build and manage group room blocks, including entering group reservations, updating group projections and actuals, processing commissions
- Support property billing efforts related to both event and non-event related activities
- Provide support to property sales efforts as needed, including ensuring collateral for sales teams, giveaways for sales calls.
- Inspect set-up of show rooms and ensuring appropriate room types are available (e.g., King, Queen, Suite, etc.).

#### **Reservation Services**

- Process all reservation requests, changes, and cancellations.
- Input group rooming lists and revise room blocks as necessary using reservation systems (e.g., MARSHA, OPERA, etc.).
- Accommodate and document special requests in an accurate and efficient manner.
- Set-up proper billing accounts (i.e., share-with, room/tax/incidentals, tax exempt, direct/special billing, group bookings) according to Accounting policies.
- Assign confirmation/cancellation numbers and clearly relay this information to callers, giving them the option of emailing and/or faxing these numbers.
- Communicate information regarding designated VIP reservations, including VIP name, company, and title to upper level management.

- Determine the most appropriate room type to meet guest requirements and maximize room rate.
- Use sales techniques when assisting guests in making reservations, including personalizing calls, obtaining complete guest needs, suggesting alternate dates or directing guests to sister properties on sold out days.
- Oversee accuracy of room blocks and reservations.

#### **Check-in/Check-out**

- Assign room according to guest request and preferences and accommodate requests for room changes when possible.
- Coordinate with Housekeeping and Engineering to track readiness of rooms for check-in and to report guest concerns.
- Pre-register designated guests and prepare key packets.
- Process all guest check-ins by confirming reservations in computer system (e.g., PMS, FOSSE, OPERA), verifying guest identity, securing a valid form of payment, assigning room, and issuing room key in accordance with property policies and procedures.

#### **Reservations/Blocking Rooms**

- Review out-of-order rooms daily to determine status and estimated date for return to room inventory.
- Identify any over-commitments by room type (e.g., bedding, view, size).
- Block rooms in the computer and identify designated requirements and requests (e.g., guaranteed room types, special requests, VIP's, early arrivals, guest recognition).
- Perform duplicate reservation checks.
- Confirm reservations and cancellations.
- Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy.

#### **Computers/Office Equipment**

- Transmit information or documents using a computer, fax machine, mail, and other shipping services (e.g. FedEx, UPS).
- Enter and retrieve information contained in computer databases using a keyboard, mouse, or trackball to update records, files, reservation and answer inquiries from guests.
- Operate standard office equipment other than computers such as telephone, fax, photocopier, calculator, and electronic peripherals.
- Enter or revise property information in a variety of Marriott systems including FOSSE, MARSHA, SFAWeb.
- Working with Others
- Support all co-workers and treat them with dignity and respect.
- Handle sensitive issues with employees and/or guests with tact, respect, diplomacy, and confidentiality.

#### **Physical Tasks**

- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Enter and locate work-related information using computers and/or point of sale systems.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.
- Policies and Procedures

- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Maintain confidentiality of proprietary materials and information.
- Protect the privacy and security of guests and coworkers.
- Follow company and department policies and procedures.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.

**Qualifications:**

**Critical competencies:**

- **Analytical Skills**
  - Computer Skills
  - Learning
  - Decision-Making
- **Interpersonal Skills**
  - Customer Service Orientation
  - Interpersonal Skills
  - Team Work
  - Diversity Relations
- **Communications**
  - Listening
  - English Language Proficiency
  - Communication
  - Telephone Etiquette Skills
  - Applied Reading
  - Writing
- **Personal Attributes**
  - Dependability
  - Integrity
  - Stress Tolerance
  - Positive Demeanor
  - Presentation
  - Adaptability/Flexibility
- **Organization**

	<ul style="list-style-type: none"> <li>○ Detail Orientation</li> <li>○ Multi-Tasking</li> <li>○ Time Management</li> <li>○ Planning and Organizing</li> <li>● <b>General Administration:</b> Typing</li> <li>● <b>Computer Software:</b> Microsoft Office</li> </ul> <p><b>Preferred qualifications:</b></p> <ul style="list-style-type: none"> <li>● High school diploma/G.E.D. equivalent</li> <li>● At least 1 year of related work experience</li> <li>● No supervisory experience is required</li> </ul>
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**How to Apply**

<b>Application Deadline:</b>	September 26, 2024 11:59 PM
<b>Additional Application Information:</b>	<p><b>What's included in this experience:</b></p> <ul style="list-style-type: none"> <li>● Transportation to and from airport and living accommodation upon arrival and departure in Guyana</li> <li>● Shared student living accommodation free of cost</li> <li>● Transportation to and from living accommodation and workplace</li> <li>● Assistance with obtaining Visa, if required</li> <li>● Monthly stipend in Guyanese dollars</li> <li>● Meal for every 8 hours of shift work</li> <li>● Students who demonstrate financial need may be eligible for a Seneca grant of up to \$2,000 to help offset their travel costs. Eligibility will be determined at the time of application - no additional application is required</li> </ul> <p><b>Note: Accommodations will be on a non-negotiable twin sharing basis (2 people share a room) and this will not be arranged for opposite genders; the same gender will share a room.</b></p> <p><b>Pay will be in Guyanese dollars - GYD 150,000.00 Monthly.</b></p>