

Guest Service Supervisor

Coast Discovery Inn

Job ID
49155

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LOCATION	DATE POSTED	EXPIRY DATE	
975 Shoppers Row, Campbell River, BC. V9W 2C4, Campbell River, BC British Columbia	24-02-2026	23-08-2026	
TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD \$25.50	2 years to less than 3 years	Secondary (high) school graduation certificate

Job Details

Business Name: Coast Discovery Inn

Title: Guest Service Supervisor (Night and Morning)

Number of Available Positions: 1

Terms of Employment: Permanent, Full-Time (30-40 h/w)

Wage: \$25.50

Language of Work: English

Work Location: Campbell River, BC.

Company Profile:

Coast Discovery Inn is a welcoming hotel located in the heart of Campbell River, British Columbia, offering guests a perfect blend of comfort, convenience, and coastal charm. With a strong reputation for customer service, pet-friendly accommodations, and versatile business facilities, Coast Discovery Inn provides a comfortable and memorable experience for both business and leisure travelers visiting Vancouver Island.

We are looking for a highly organized Guest Service Supervisor at Coast Discovery Inn, ensuring efficient hotel performance and exceptional guest experiences. The role involves supervising and training staff, managing schedules, coordinating with housekeeping, maintenance, and other departments, handling check-ins, check-outs, and guest inquiries, resolving complaints (including escalated issues), preparing operational reports, and monitoring service quality.

Job Description

Job Duties and Responsibilities:

- Supervise, coordinate, and assign the daily activities of guest services and front desk staff to ensure smooth hotel operations.
- Establish work schedules, monitor attendance, and ensure adequate staffing coverage for all guest services areas.
- Train, coach, and evaluate staff on company policies, service standards, operational procedures, and safety protocols.
- Oversee check-in, check-out, reservations, and guest inquiries, ensuring efficient and high-quality service.
- Handle guest complaints, escalated issues, and service challenges promptly, providing leadership and guidance to staff.

- Coordinate activities with housekeeping, maintenance, food & beverage, and management teams to maintain operational efficiency.
- Prepare daily, weekly, and monthly reports on occupancy, revenue, guest feedback, and staff performance.
- Requisition and maintain guest services supplies and ensure proper functioning of front desk and service equipment.
- Implement and monitor service quality standards and operational procedures to enhance guest satisfaction.
- Assist management in maintaining service standards and operational procedures.

Employment requirements:

- Completion of secondary school; post-secondary education or a hospitality diploma is an asset.
- Minimum two years of experience in hospitality or customer service supervision, preferably in a hotel, resort, or related accommodation setting.
- Strong leadership, coaching, and team management skills, with proven ability to supervise and coordinate staff across multiple guest services areas.
- Experience using hotel reservation systems and front desk software, and Microsoft Office Suite (Word, Excel, Outlook) is preferred.
- Flexible availability to accommodate varying schedules, including night shifts, weekends, holidays, and peak seasons.
- Completion of employer-provided guest service training programs may be required.
- Experience in preparing operational reports, monitoring service standards, and coordinating with multiple departments is preferred.
- Experience using multi-line switchboards, point-of-sale systems, and other front-office technology is preferred.

Your Skills:

- Strong communication and interpersonal skills in English (oral and written) to interact effectively with guests, staff, and management.
- Strong leadership and team management abilities to supervise, coach, and motivate staff across front desk and guest services operations.
- problem-solving and conflict resolution skills, including handling escalated guest complaints and complex service issues.
- Multi-tasking, organizational, and time management skills to oversee daily operations and coordinate with multiple departments.
- Ability to demonstrate initiative, independent decision-making, and cross-department collaboration
- Strong operational and reporting skills, including monitoring service quality and preparing daily, weekly, and monthly reports.
- Ability to maintain professionalism and lead by example, modeling Coast's core values of accountability, teamwork, and service excellence.
- Commitment to continuous improvement and implementation procedures that enhance guest satisfaction.

Contact information/how to apply:

Email resume to: coastdiscoverycareers2025@gmail.com

As an equal opportunity employer, we encourage applications from all qualified individuals and specifically applicants from traditionally underrepresented groups – including Indigenous persons, vulnerable youth, newcomers, and persons with disabilities – who may contribute to the continued diversification of our organization.