

Link to Apply: <http://ch.tbe.taleo.net/CH02/ats/careers/requisition.jsp?org=JDVHOSPITALITY&cws=43&rid=6775>

We are currently looking for a service orientated Front Desk Host for the Moorpark Hotel who understands how to cater to the corporate and leisure client alike. The ideal candidate for this opportunity will have customer service experience. This person should be a motivated leader and someone who can work unsupervised.

PROPERTY OVERVIEW

The Moorpark Hotel in San Jose features a contemporary clubby design, highlighted by neo-traditional style and tailored details. Special features include a billiards loft, heated pool, hot tub, spacious fitness center, business center, conference facilities, and a VIP club level with exclusive services and amenities. The Park Bar & Grill opens to the hotel's sunny courtyard and serves relaxed American fare.

COMPANY OVERVIEW

We are an international hotel management company with a leading portfolio of transformative, boldly innovative boutique hotel and resort brands. We create the kind of distinct experiences that can transform your day, your trip, or even your life.

Take a look at what we've created so far:

- Joie de Vivre—our hip collection of hotels that focus on the quirky and the local.
- Thompson Hotels—urban and sophisticated properties that appeal to the modern nomad.
- Tommie—a design-centric, value-conscious line of hotels in gateway cities internationally.

At Commune, we are passionate about our culture and proud to hire high performing individuals that are aligned with our purpose – Creating Transformative Experiences that Inspire the Human Spirit.

WHO WILL LOVE THIS POSITION?

- Service orientated individuals
- Folks that enjoy being detail orientated
- People that enjoy being part of a team, but are comfortable working independently

Ideal candidates will have previous hotel experience in the hotel guest service. The candidate must have a flexible schedule, as days and times change according to business levels.

POSITION PROFILE:

Responsible for providing quality guest service as it pertains to checking in/out of hotel guests; PBX operations to include mail/message service; taking hotel reservations; and concierge services in a gracious and professional manner.

REQUIREMENTS:

- Essential:
 1. Ability to satisfactorily communicate in English (speak, read, write) with guests, co-workers and management to their understanding.

2. Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with a minimum of supervision.
3. Ability to accurately compute and manipulate mathematical calculations.
4. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
5. Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact, and diplomacy to defuse anger.
6. Ability to work well under pressure of check-in/check-out of guests and handle multiple tasks at once.
7. High school graduate.
8. Previous hotel experience.
9. Punctuality and regular and reliable attendance.
10. Interpersonal skills and the ability to work well with co-workers and the public.

Desirable:

1. Previous guest relations training
2. Previous experience with automated property management system

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