

Front Desk Associate Job Description- Park Hotel

Position Title: Front Desk Associate

Reports To: Front Desk Supervisor and General Manager

Location: Park Hotel, 148 Delaware St. Put-in-Bay, OH 43456

Position Type: Seasonal

Summary:

The Front Desk Associate serves as the initial point of contact for guests at Park Hotel & Bay Club Cottages, embodying our commitment to excellence in guest service. This role demands superb customer service skills, strong communication abilities, and proficiency in administrative tasks. Responsibilities include welcoming guests, managing reservations, addressing inquiries, and providing detailed information about our services and local attractions, thus ensuring a memorable stay for our guests.

Key Responsibilities:

- Warmly greet guests, providing a professional and friendly welcome.
- Efficiently manage check-in and check-out processes.
- Handle reservations, modifications, cancellations, and special requests via our property management system.
- Inform guests about the hotel and cottage amenities, services, and nearby attractions.
- Respond to guest calls, messages, requests, and concerns.
- Coordinate with housekeeping and maintenance to ensure room preparedness and swift resolution of any issues.
- Oversee transactions, including processing payments and billing inquiries accurately.
- Manage golf cart rentals, overseeing timely returns, parking, locking, and related financial transactions.
- Sell food, snacks, and drinks, ensuring guest convenience and satisfaction.
- Set up, maintain, and clean the breakfast and coffee area, ensuring food and beverages are presented well and the area remains clean and inviting.
- Maintain lobby cleanliness and organization, performing light cleaning tasks like dusting, vacuuming, and managing the breakfast and coffee areas.
- Conduct daily cash drops after every shift, ensuring financial accuracy and security.

- Assist in providing change and conducting transactions for our family of businesses promptly.
- Keep the front desk area tidy, maintaining a positive visual and operational impact.

Qualifications:

- Exceptional customer service skills with a genuine drive to assist and please others.
- Strong communication and interpersonal abilities.
- Capable of multitasking and working efficiently under pressure.
- Basic computer skills with the willingness to learn new software.
- Attention to detail, especially in financial transactions and cash handling.
- Preferably with previous experience in customer service or hospitality.
- Available to work flexible hours, including evenings, weekends, and holidays.

Physical Requirements:

- Must be able to stand for extended periods.
- Able to lift items up to 25 pounds occasionally.

Work Environment:

The Front Desk Associate predominantly operates at the Park Hotel front desk, interacting directly with our guests and team members. This position involves both seated and standing tasks and may require movement within the hotel and hotel premises to manage golf carts and other responsibilities.

Night Desk Associate Job Description- Park Hotel

Position Title: Night Desk Associate

Reports To: Front Desk Supervisor and General Manager

Location: Park Hotel, 148 Delaware St. Put-in-Bay, OH 43456

Position Type: Seasonal

Summary:

The Night Desk Associate plays a vital role in maintaining guest satisfaction and ensuring a seamless guest experience during non-traditional hours at Park Hotel. This position requires exceptional customer service skills, attention to detail, and the ability to handle various administrative and operational tasks independently. Responsibilities include managing late-night check-ins, monitoring guest activity, restocking snack and beverage areas, performing light cleaning tasks, and assisting with financial transactions for our family of businesses.

Key Responsibilities:

- Welcome and assist guests during late-night check-ins, ensuring a smooth arrival process.
- Monitor guest activity and ensure the safety and security of guests and the hotel premises throughout the night.
- Restock snack and beverage areas, ensuring items are well-stocked, presented attractively, and maintaining cleanliness.
- Prepare coffee and danishes for breakfast, maintaining freshness, cleanliness, and availability.
- Take inventory of snack and beverage items, complete order forms, and manage inventory levels efficiently.
- Perform light cleaning tasks, including emptying trash and maintaining cleanliness in common areas.
- Assist in providing change and conducting transactions for our family of businesses promptly.
- Conduct nightly cash drops, ensuring accuracy and security in financial transactions.
- Run end-of-day reports, file daily reports and paperwork, and maintain accurate records of nightly activities.

- Monitor and maintain cleanliness of coffee pots and water jugs, ensuring guests have access to fresh beverages.
- Monitor guests coming and going, ensuring only registered guests access upper floors of the hotel.
- Sell food, snacks, and drinks, ensuring guest convenience and satisfaction.

Qualifications:

- Excellent customer service skills with a friendly and welcoming demeanor.
- Ability to work independently and handle multiple tasks efficiently.
- Detail-oriented with strong organizational skills.
- Basic computer skills with the ability to learn new software.
- Previous experience in customer service or hospitality preferred.
- Available to work overnight shifts, weekends, and holidays as required.

Physical Requirements:

- Must be able to stand for extended periods.
- Able to lift items up to 25 pounds occasionally.

Work Environment:

The Night Desk Associate primarily operates at the Park Hotel front desk during overnight hours, interacting with guests and performing various administrative tasks. This position requires attentiveness, professionalism, and the ability to work independently in a quiet and sometimes solitary environment.

Head Housekeeper Job Description

Park Hotel & Bay Club Cottages

234 Delaware Street, Put-in-Bay, Ohio 43456

Position: Head Housekeeper

Reports To: General Manager and Front Desk Supervisor

Location: Park Hotel and Bay Club Cottages, Put-in-Bay, OH

Position Type: Seasonal

Summary:

Park Hotel & Bay Club Cottages, located in the heart of Put-in-Bay, Ohio, is seeking a dedicated Head Housekeeper for the 2025 season. As an integral part of our team, you will lead our housekeeping staff in maintaining the highest standards of cleanliness and guest satisfaction. This position not only plays a key role in the operations of Park Hotel but also oversees the housekeeping for Bay Club Cottages. In addition to cleaning duties, the role involves scheduling, supply management, and team leadership, offering a unique opportunity to contribute to the charm and success of one of Put-in-Bay's most storied accommodations.

Key Responsibilities:

- Oversee daily housekeeping operations for the hotel and cottages, ensuring all areas meet our high standards of cleanliness.
- Clean rooms, bathrooms, communal areas, and cottages, including laundry tasks.
- Manage scheduling of the housekeeping team to ensure coverage meets operational needs.
- Order linens, towels, and cleaning supplies, maintaining adequate inventory levels.
- Conduct regular inspections and implement corrective actions as needed.
- Train new housekeeping staff and provide ongoing guidance and support to the team.
- Collaborate with the General Manager and Front Desk Supervisor to address any guest concerns or feedback related to room cleanliness or amenities.
- Uphold and enforce safety protocols and standards.

Housing:

- Dorm-style housing is available within walking distance of the hotel.

Employment Details:

- Seasonal employment
- Guaranteed 32 hours per week, with likely 40 hours most weeks.
- Overtime compensation for hours worked over 40 per week.
- Must be available to work weekends and holidays due to the seasonal nature of the job.

Salary and Compensation:

- Hourly pay with an opportunity for an end-of-season bonus based on performance and contract fulfillment.

How to Apply:

Interested candidates are invited to apply online at parkhotelpib.com or send a resume and the position applied for to gm@parkhotelpib.com.

Join Our Team:

As a member of our team, you'll play a vital role in ensuring our guests enjoy a clean, comfortable, and memorable stay at Put-in-Bay. We look forward to reviewing your application and potentially welcoming you to Park Hotel & Bay Club Cottages.

Housekeeper Job Description- Park Hotel

Position Title: Housekeeper

Reports To: Head Housekeeper, Front Desk Supervisor, and General Manager

Location: Park Hotel, 148 Delaware St. Put-in-Bay, OH 43456

Position Type: Seasonal

Summary:

The Housekeeper plays a vital role in maintaining the cleanliness and overall guest experience at Park Hotel and Bay Club Cottages. This position requires a keen eye for detail, excellent time management skills, and a dedication to upholding our high standards of cleanliness and guest satisfaction.

Key Responsibilities:

- Perform cleaning duties according to established standards and guidelines for guest rooms, public areas, and back-of-house areas.
- Ensure all rooms are cleaned and sanitized to meet health and safety regulations, including changing bed linens, dusting, vacuuming, and sanitizing surfaces.
- Restock guest room amenities, linens, and supplies as needed.
- Inspect rooms for maintenance issues, damage, or missing items and report any discrepancies to the Housekeeping Supervisor or Maintenance team.
- Maintain a friendly and professional demeanor while interacting with guests and addressing any special requests or concerns promptly and courteously.
- Work collaboratively with the Housekeeping team to prioritize tasks and ensure efficient room turnover.
- Adhere to all safety procedures and protocols, including the proper use of cleaning chemicals and equipment.
- Assist with laundry duties as needed, including washing, drying, folding, and storing linens and towels.
- Maintain cleanliness and organization of housekeeping carts, storage areas, and equipment.
- Uphold confidentiality and respect guests' privacy and personal belongings at all times.

- Perform additional duties as assigned by the Housekeeping Supervisor or General Manager.

Qualifications:

- Previous experience in housekeeping or a related field is preferred but not required.
- Ability to work independently and as part of a team in a fast-paced environment.
- Strong attention to detail and the ability to follow instructions and established procedures.
- Excellent time management and organizational skills to prioritize tasks effectively.
- Physical stamina and the ability to perform repetitive tasks, including lifting, bending, and standing for extended periods.
- Basic knowledge of cleaning chemicals and equipment is an asset.
- Availability to work flexible hours, including weekends and holidays, based on the needs of the hotel and cottages.

Physical Requirements:

- Must be able to stand for extended periods.
- Able to lift items up to 25 pounds occasionally.

Work Environment:

The Housekeeper primarily works within the Park Hotel and Bay Club Cottages, performing cleaning duties in guest rooms, common areas, and back-of-house spaces. This position requires frequent movement and physical exertion, including bending, lifting, and standing for extended periods.

Groundskeeper Job Description- Park Hotel

Position Title: Groundskeeper

Reports To: General Manager

Location: Park Hotel & Bay Club Cottages, including associated properties such as Chicken Patio, The Country House, and Misty Bay Boutique

Position Type: Seasonal

Summary:

The Groundskeeper plays a vital role in maintaining the aesthetic appeal and functional quality of the grounds and outdoor spaces at Park Hotel & Bay Club Cottages and its associated properties. This position encompasses a variety of tasks aimed at ensuring our premises are clean, well-maintained, and welcoming to guests. Responsibilities include trash collection, landscaping, maintaining patios and sidewalks, and managing golf carts, among others. This role requires a self-motivated individual who can work independently and is comfortable performing both routine and varied tasks outdoors.

Key Responsibilities:

- Clean and maintain hotel property, parking lots, and sidewalks to ensure a tidy appearance.
- Engage in light landscaping tasks, including leaf blowing and weed whacking, to maintain the aesthetic quality of the grounds.
- Manage trash collection from various areas, ensuring proper disposal and cleanliness.
- Clean and maintain the Chicken Patio area, Country House porch, and Misty Bay Boutique patio.
- Address the accumulation of mayflies and other seasonal tasks as necessary.
- Wash, gas, and organize golf carts, ensuring they are ready for guest use.
- Clean and wash company vehicles, maintaining their appearance and functionality.
- Perform window cleaning for both interior and exterior windows across our properties.
- Assist in light maintenance tasks and repairs as needed.
- Help with the stocking and organization of deliveries, ensuring supplies are efficiently distributed.

- Support the rental and return process of golf carts, providing assistance to ensure smooth operations.
- Work independently on assigned tasks, demonstrating initiative and responsibility.

Qualifications:

- Proven experience in groundskeeping, landscaping, or a similar field preferred.
- Ability to work effectively both independently and as part of a team.
- Good physical condition and stamina to perform manual labor tasks.
- Familiarity with groundskeeping tools and equipment, including leaf blowers and weed whackers.
- Basic maintenance skills and the ability to assist in light repair tasks.
- Flexibility to work various hours and adapt to changing priorities and tasks.
- Strong attention to detail and commitment to maintaining high standards of cleanliness and presentation.

Physical Requirements:

- Must be capable of frequent bending, lifting (up to 50 pounds), and standing for extended periods.
- Comfortable working outdoors in various weather conditions.

Work Environment:

The Groundskeeper will work primarily outdoors on the grounds of Park Hotel & Bay Club Cottages and its associated properties. This role involves significant physical activity and requires the ability to manage multiple tasks efficiently. The position offers the opportunity to contribute significantly to the overall guest experience by maintaining the beauty and functionality of our outdoor spaces.