

## Front Desk Supervisor

Super 8 By Wyndham Duncan

Job ID  
**51471**

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| LOCATION                                             | DATE POSTED | EXPIRY DATE                 |                                                |
|------------------------------------------------------|-------------|-----------------------------|------------------------------------------------|
| 5325 Trans-Canada Hwy, Duncan, BC   British Columbia | 23-09-2026  | 22-03-2027                  |                                                |
| TYPE OF JOB                                          | SALARY      | MIN. EXPERIENCE             | MIN. EDUCATION                                 |
| Full Time                                            | CAD \$25.50 | 1 year to less than 2 years | Secondary (high) school graduation certificate |

### Job Details

Business Name: Super 8 By Wyndham Duncan

Title: Front Desk Supervisor

Number of Available Positions: 1

Terms of Employment: Permanent, full-time (30-40 hr/week)

Hourly Wage: \$25.50

Language of work: English

Work Location: Duncan, BC

#### Company Profile:

Super 8 By Wyndham Duncan is a well-established hotel in Duncan, British Columbia, offering comfortable and affordable accommodations to travelers, tourists, and business guests. With amenities including complimentary breakfast, Wi-Fi, parking, and meeting facilities, the hotel is committed to providing friendly, reliable, and high-quality customer service. Our dedicated team of nine employees works together to ensure a welcoming and memorable experience for every guest.

#### Position Overview:

We are seeking a professional and customer-focused Front Desk Supervisor to join our team and contribute to the smooth day-to-day operation of the hotel. This position plays an important role in supporting front desk operations, maintaining a welcoming environment for guests, and helping ensure consistent service standards across the property.

### Job Description

#### Job Duties and Responsibilities:

- Supervise, coordinate, and schedule the activities of front desk and guest services staff to support smooth daily hotel operations.
- Monitor staff performance, provide guidance and support, and assist with training new employees on customer service standards and hotel procedures.
- Oversee check-in and check-out procedures, reservations, and guest inquiries to ensure a welcoming and efficient guest experience.
- Address guest concerns and complaints promptly and professionally, working to resolve issues and maintain guest

satisfaction.

- Ensure front desk operations follow company policies, health and safety requirements, and established service standards.
- Maintain accurate records of reservations, payments, and guest information using hotel reservation and front desk systems.
- Assist with preparing staff schedules and arranging shift coverage to maintain appropriate front desk staffing.
- Coordinate with housekeeping, maintenance, and management to support guest needs and address operational concerns.
- Ensure the front desk and lobby areas are clean, organized, and welcoming for guests.
- Lead by example by demonstrating professionalism, reliability, teamwork, and a strong commitment to customer service.
- Assist with monitoring and ordering front desk supplies and materials, and maintain operational records and reports as required.

Employment requirements:

- Completion of secondary school.
- At least one year of experience in front desk, guest services, or a related hospitality role, with supervisory or team-lead experience.
- Diploma or certificate in hospitality, hotel management, or a related field; an equivalent combination of relevant education and experience may be considered.
- Basic to intermediate proficiency in Microsoft Office, including Word, Excel, and Outlook.
- Experience with hotel reservation or front desk systems is an asset.
- Competence in operating a multi-line telephone system or switchboard.

Your Skills:

- Strong communication, interpersonal, and customer service skills with a focus on creating positive guest experiences.
- Working knowledge of hotel reservation and front desk systems, with the ability to learn new software quickly.
- Strong organizational and multitasking skills, with a proactive and service-oriented approach.
- Ability to handle guest concerns and resolve conflicts calmly, professionally, and effectively.
- Demonstrates reliability, accountability, teamwork, and professionalism in the workplace.
- Ability to work independently while also contributing effectively as part of a team.
- Positive and adaptable attitude with a commitment to maintaining high standards of guest service.

Contact information/how to apply:

Email resume to: [super8recruits@gmail.com](mailto:super8recruits@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.