

Assistant Pine Cottage Inn Keeper

Assist Resident Innkeeper is responsible for providing a quality guest experience from beginning to end of stay, while also monitoring and managing the physical property.

Responsibilities/Duties/Functions/Tasks:

- Assist in caretaking and hosting of the property
- Maintain essential functions of the property and supervise house in absence of Inn Keeper
- Act as liaison to maintenance and housekeeping staff to ensure urgent requests are taken care of promptly and effectively
- Maintain a friendly and accommodating attitude for guests
- Act as a resource for guests who inquire about the property, their personal stay, future trips in the area, etc.
- Assist guests accordingly and tend to their specified needs throughout their stay in person and over the phone
- Provide concierge services such as assisting guests with dinner and entertainment suggestions and make reservations for guests, as required
- Ensure the property and rooms are tended to before guest arrival
- Process guest check-in and checkout, capturing payment when necessary
- Accurately balance a bank at beginning and end of day
- Coordinate daily tea and cookie hour
- Cook, prepare and serve continental breakfast each morning
- Assist in ordering and tracking breakfast inventory
- Coordinate execution of special requests from guests
- Print and manage essential documentation for guests' stay, inclusive of registration card, welcome letter, and folio.
- Collect payment, assign guest keys, sign registration cards and receipts with guests, and process all check out payments when necessary.
- Coordinate and monitor guest check-out time
- Ensure cleanliness of property, including kitchens, guest rooms, and public spaces
- Inspect arriving guest rooms for cleanliness
- Assist in luggage transport to and from ferry docks
- Attend weekly/monthly meetings

Requirements

- Excellent listening and interpersonal communication skills
- Proficient in Microsoft Programs and general computer literacy

Preferences

- Must adhere to a presentable dress code
- Specialized concierge historical knowledge of Mackinac Island

Special Position Requirements

Must be available overnight and for multiple days in succession