



# Manager Trainee (Internship)

## Position Description

### DESCRIPTION

In the heart of downtown Camden, mid-coast Maine's most picturesque and charming harbor village, sit three extraordinary boutique hotels known collectively as the Bay View Collection – Lord Camden Inn, Grand Harbor Inn, and the all new 16 Bay View. Recognized for their warm and inviting atmosphere, unsurpassed service, and luxurious accommodations, these small, distinctive properties are truly gems on the coast of Maine.

We are seeking Juniors and Seniors in an accredited hospitality and tourism program to fill several seasonal positions as Manager Trainees, responsible for assisting our Management Team with day-to-day operations, maximizing the financial performance of the hotels, providing the highest quality customer service, fostering a positive work environment, and helping implement an aggressive sales and marketing plan.

### RESPONSIBILITIES

*Responsibilities would include, but are not limited to:*

- Assist managers in developing and implementing quality performance standards for all Inn staff and operating areas including, but not limited to: sales, reservations, front desk, kitchen, housekeeping, night audit, security and maintenance, and ensuring the highest level of guest satisfaction in a cost efficient manner;
- Assist managers with all social and business group bookings, to include developing contracts and other related collateral, and ensuring quality and consistent client/group follow-up, communications and correspondence;
- Help implement, monitor and participate in a comprehensive sales and marketing plan that results in optimum, rate and occupancy for the Inn. Help meet or exceed established budgetary guidelines for the Inn;
- Protect and enhance the value of all Inn assets through appropriate programs in maintenance, security and housekeeping;
- Assume all responsibilities and duties as needed of the Front Desk/Reservations staff (see Front Desk/Reservations job description), Housekeeping/Laundry staff (see Housekeeping/Laundry job description), and Kitchen/Breakfast staff (see Kitchen/Breakfast Staff job description);
- Ability to perform Night Audit shift (11pm to 7am) at least once a month on a regularly scheduled basis;
- Assist managers in promoting a positive work environment for all employees while ensuring that all employment-related processes and documentation are in compliance with local, state and federal laws and regulations;
- Act as an ambassador and marketer of the Inns at all times. Participate and volunteer in local community business and civic organizations whenever possible; and
- Model outstanding customer service, interpersonal and communication skills. Respond quickly and tactfully to customer complaints based upon guidelines and philosophies set forth by the managers.
- Provide orientation and training to new staff in coordination with department managers and the Inn's General Manager.

### REQUIREMENTS

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities:

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- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems.
- Must be able to stand and exert well-paced mobility for up to 4 hours in length.
- Must be able to lift up to 50 lbs. on an occasional basis.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. on an occasional basis
- Must be able to bend, stoop, kneel, squat and stretch to fulfill cleaning tasks.
- Must be able to exert well-paced ability to reach different floors of the hotel on a timely basis.
- Requires grasping, writing, typing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.

### QUALIFICATION STANDARDS

- High school Diploma; Enrollment in a University or College Hospitality or Business Degree program.
- Prior customer service experience, preferably in a hotel or restaurant environment.
- Licenses or Certificates Not Applicable.
- All employees must maintain a neat, clean and well-groomed appearance per Inn standards.

**Lord Camden Inn, Grand Harbor Inn, and 16 Bay View are an Equal Opportunity Employer (EOE).**