LAUNCH YOUR HOSPITALITY CAREER

Learn. Grow. Lead.

Fairfield INN & SUITES® BY MARRIOTT
GRAND RAPIDS AIRPORT

SPRINGHILL SUITES® BY MARRIOTT
GRAND RAPIDS NORTH

HOTEL OPERATIONS / FRONT DESK ASSOCIATE

Two Great Marriott Hotels.
One Amazing Opportunity.

MORE THAN A JOB. IT'S YOUR FUTURE IN HOSPITALITY.

Work the front desk and gain real-world experience in all aspects of hotel operations.

POSITION OVERVIEW

As a Hotel Operations / Front Desk Associate, you'll provide exceptional guest service while learning how a hotel truly operates. This is the perfect opportunity for students interested in hospitality, business, management, tourism, or customer service.

WHAT YOU'LL DO

- Greet guests & provide an exceptional experience
- Handle reservations, check-ins/check-outs & payments
- Assist guests with questions & special requests
- Communicate with departments to keep operations running smoothly
- Learn hotel systems, reporting, & daily operations
- Assist with projects and operational initiatives

LEARN THE ENTIRE HOTEL BUSINESS

Gain exposure to departments that drive hotel success:

FRONT OFFICE
Guest service, reservations, check-in/out, guest recovery

HOUSEKEEPING
Room inspections, quality control, productivity, room readiness

SALES & MARKETING
Corporate accounts, groups, local business, sales development

REVENUE MANAGEMENT
Occupancy, ADR, RevPAR, pricing, forecasting, demand

HOTEL MANAGEMENT
Operations, staffing, guest satisfaction, financial performance, and more!

QUALIFICATIONS

- ✓ Friendly, professional & dependable
- ✓ Strong communication & customer service skills
- ✓ Comfortable in a fast-paced environment
- ✓ Detail-oriented & organized
- ✓ Willing to learn & take initiative
- ✓ Comfortable using computers & hotel systems

★ **Preferred:** Current college student in Hospitality, Tourism, Business, Marketing, Management, or related field

NUMBER OF HOURS

Approximately 15–30 hours per week

Flexible schedules available, including weekdays, weekends, mornings, and evenings. We work with your class schedule!

HOW TO APPLY

Email the following to:

✉ **dhruv@midmihosp.com**

- ✓ Your resume
- ✓ A brief introduction about yourself
- ✓ Your preferred location:
  - Fairfield Inn & Suites Grand Rapids Airport
  - SpringHill Suites Grand Rapids North
  - Either location

Subject line: GVSU Hotel Operations Position – Your Name

Qualified candidates will be contacted for an interview.

ADDITIONAL INFORMATION

This position provides hands-on experience and the opportunity to explore different areas of the hotel. As you grow in the role and demonstrate strong performance, you may have the chance to shadow and assist in other departments.

Start here. Go anywhere.

Build skills. Gain experience. Create your future.

MID MICHIGAN HOSPITALITY

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JOIN A TEAM THAT INVESTS IN YOUR GROWTH. We can't wait to meet you!

PROUD PARTNER OF GVSU