



Situated on Block Island's beautiful Great Salt Pond, Champlin's Marina and Resort represents one of New England's finest and largest Marina and Resort hospitality destinations that has been welcoming guests for over 70 years. Decades of boats, history, music, and great food creates an appeal for all who seek memorable travel and authentic hospitality experiences. Hospitality at its core is about people, which makes our team and our guests the most valuable components of our business. We operate in ways that empower our teams to drive bottom-line growth through optimized guest experience delivery.

Position: Reservations & Guest Experience Coordinator of Champlin's Marina & Resort

Overall Mission: Be the best. The best place to work and the best experience for our guests.

Overall Goal: Provide world-class experiences profitably.

Who do we work for? The Guest. With a 168-hour approach, each and every member of the Champlin's team understands that we work for the Guest every hour of their stay, providing anticipatory service that is complemented with quality systems and well managed facilities.

What do we sell? Experiences. The Champlin's experience is one that embodies excellence, integrity, consistency, anticipatory service, and solutions.

Ideal Candidate: The candidate for this hospitality driven position must have a proven background of sales in the industry of hospitality. The Reservations and Guest Experience Coordinator is a self-motivated team member who has a passion for personally connecting guests to fantastic experiences in a way that consistently meets or exceeds expectations. This individual is highly organized, with superior communications skills, both written and verbal, a strong sense of professionalism, and an undeniable passion for serving others. He and/or She must be able to maintain a professional and enthusiastic atmosphere under any circumstance as this role will be coordinating a high volume of guests, calls, transactions, and administrative work.

Champlin's Marina Resort
80 West Side Road
Block Island – Rhode Island
ChamplinsResort.com



Primary Focus:

The Reservations and Guest Experience coordinator will be cross-trained and prepared to facilitate the experience for both marina and hotel guests alike using guest service benchmarks, marketing resources, and public relations efforts as tools in the consistent execution of the sales process.

Key Responsibilities:

- Readily convert all incoming marina and/or hotel inquiries received via phone calls, web-based booking platforms, walk-in's and via e-mail to confirmed reservations while maintaining the current Marina and Hotel waiting list with the intention to fill vacancies during high demand periods or to generate opportunities during need periods. This includes confirmed reservations and extensions; as well as verifying all confirmed reservations, security deposits, payments, and open balances are successfully processed with an authorized credit card according to schedule.
- The Reservations and Guest Experience coordinator must approach the sales process with a keen awareness of all rates and incentives; as well as a working knowledge of available inventory and associated parameters to ensure maximized asset utilization and revenues.
- Leads the effective communication of Marina and Hotel reservation policies relevant to payment, communications, slip and room assignments, cancellations, and no-call-no-shows.
- Ensures the expected transacted experiences are delivered as promised and seeks opportunities to maximize all upsell opportunities whenever possible through cross-promotion of on-site offerings and the Extend, Repeat, Connect or "ERC" program whenever possible for maximized guest experience and maximized guest spend.
- Leads the critical touchpoints of the hotel and marina Guest Experience through our Seven Step process. This process includes confirm and prepare, pre-arrival, arrival and welcome, post arrival follow-up, pre-departure, departure, and thank you and return efforts. This process includes reputation management such as guest survey response and review follow up in partnership with the Dock Team Lead and our Marketing Team.
- Establishes an open and consistent line of communication with all marina and hotel Team Leaders so as to ensure all leaders are properly informed of relevant guest details and all preparations have been completed in advance for the day ahead. The Reservations and Guest Experience coordinator will be responsible for producing the daily Hotsheet detailing the guest touch points, arrivals, in-slip / in-house requests and opportunities, and departures.



Reporting and Communications:

- Provide regular reporting for upper management and ownership with effective and timely communications of activity, planning, and success metrics.