

JOB DESCRIPTION

INDUSTRY: Hospitality

POSITION: Analyst

JOB OVERVIEW:

The Hospitality Analyst supports the evaluation of trained Hospitality standards in hotels and other guest service-centric companies. The Analyst ensures quality and timely delivery of all Hospitality standards through real-time observations of staff. This individual will interact and engage with staff by experiencing all interactions from the perspective of a guest. The Analyst is motivated, personable, independent, detail oriented and able to work in a fast-paced environment.

ESSENTIAL RESPONSIBILITIES:

- Conduct and record on-site observations of specific service staff.
- Complete assigned hospitality standards checklists on a personal device.
- Complete detailed narratives for each observation with specific actions and factual comments.
- Develop and maintain relationships with selected customers to witness specific Hospitality standards.
- Make purchases throughout assigned observations using a personal credit card.
- Able to work as an IRS Form 1099 independent contractor, completing all necessary documents.
- Access to personal transportation to assigned work locations.
- Conduct unbiased observations, proving no affiliation with assigned service companies.
- Other duties as assigned

MINIMUM EXPERIENCE AND QUALIFICATIONS:

- High School Diploma or General Education Diploma (GED)
- Two (2) years of hospitality experience
- Excellent written communication skills (grammar, spelling, and punctuation)
- Excellent verbal, non-verbal communication skills and listening skills.
- Complete fluency in written and spoken English.
- Familiarity with app-based technology via personal devices.
- Proficient with all Microsoft Office products.
- Strong administrative, prioritization, interpersonal and organizational skills
- Experience delivering assignments on time to assigned deadlines.
- Experience performing under pressure and within fixed time constraints.
- Remain composed and multi-task in demanding, fast-paced work environment.
- Ability to support a schedule that requires variable hours, flexible shifts, holidays, and weekends.
- Maintains a professional appearance and adheres to Freeman Group Appearance Standards.

PREFERRED EXPERIENCE AND QUALIFICATIONS:

- Bachelor's Degree
- Experience delivering premium hospitality service and/or concierge services.
- Secret shopping experience.