**FRONT OFFICE MANAGER**

**JOB DESCRIPTION**

How can there be a better career than assisting travelers from around the world by Managing the operation of the front office to further assist them checking into a lovely, clean guest room? Our company is looking for a professional and goal driven manager who would be responsible for the management of all aspects of the Front Desk functions, in accordance with hotel standards. Directs, implements and maintains a service and management philosophy which serves as a guide to respective other employees in the organization. Oversee all front office duties, ensure those tasks are delegated equally and are carried out effectively. You will perform a range of duties including managing the switchboard and maintaining the company budget.

Your central goal is to achieve high performance in providing our guests with outstanding customer service and support. Your responsibility includes planning, directing and overseeing operations of the front office department. You should have a talent for multi-tasking, with excellent communication, organizational skills, enforcing policy and delegating tasks.

**RESPONSIBILITIES**

* + Maintain complete knowledge at all times of:
    - * All hotel features/services, hours of operation.
      * All room types, numbers, layout, decor, appointments and location.
      * All room rates, special packages and promotions.
      * Daily house counts and expected arrivals/departures.
      * Room availability status for any given day.
      * Scheduled in-house group activities, locations and times.
      * All hotel and departmental policies and procedures.
  + Ensure that current information on rates, packages and promotions is available at the Front Desk and that all staff are knowledgeable on such.
  + Review the daily business levels, anticipate critical situations and plan effective solutions to best expedite these situations.
  + Monitor revenues derived from telephone, garage and sundries. Track actual against budget.
  + Monitor expenses (telephone, cost of sales, supplies, T/A commissions and labor). Track actual against budget.
  + Prepare and adjust weekly work schedules in accordance with staffing guidelines and labor forecasts.
  + Ensure that staff report to work as scheduled. Document any late or absent employees.
  + Assign work duties to staff and coordinate breaks
  + Conduct pre-shift meeting with staff and review all information pertinent to the day's business.
  + Constantly monitor staff performance in all phases of service and job functions; rectify any deficiencies with respective personnel to include Front Desk staff, Bell/Door staff, PBX staff, Reservations staff and Concierge staff.
  + Monitor the check-in/check-out process; anticipate critical situations and assist wherever necessary to help alleviate the pressure and to process the guest expediently.
  + Review previous night's no-shows, verify and ensure billing of such.
  + Assist Accounting in researching all disputed charges and contact guests where required to explain disputes regarding Front Desk procedures.
  + Audit surrounding area hotels daily for status of rooms, rates, discount rates and packages. Maintain current list of available locations for walk situations.
  + Review the arrival report for accuracy and completeness. Check printed registration cards against information on arrival report; rectify any deficiencies with respective personnel.
  + Maintain records and files.
  + Oversee the office budget.
  + Create memorable guest experiences.
  + Assist with training new hires

**REQUIREMENTS/QUALIFICATIONS**

* Experience:
  + Minimum two years’ experience as a Front Desk Agent.
  + Minimum one years’ experience as a Front Office Supervisor/Manager.
* Education:
  + High school diploma.
  + GED in Hospitality Management required.
* General Skills:
  + Must be able to perform job functions with attention to detail.
  + Speed and accuracy; prioritize, organize and follow-up; be a clear thinker.
  + Remaining calm and resolving problems using good judgment.
  + Work cohesively with co-workers as part of a team.
  + Excellent written and verbal communication skills
  + Excellent organizational and multi-tasking abilities
  + Maintain confidentiality of guest information and pertinent hotel data.
  + Strong knowledge of MS Office programs
  + Familiarity with Nitevision software.
* Technical Skills:
  + Familiarity with yield management and cost controls.
  + Ability to suggestively sell available rooms.
  + Ability to input and access information into system.
  + Ability to remain calm and courteous with demanding/difficult guests.
  + Ability to perform job functions to standards under pressure; ability to ensure security and confidentiality of guests;
  + Ability to work without directs supervision.
* Language:
  + Required to speak, read and write English fluently
  + French and Spanish are Plus or any additional language.
* Physical Requirements: Must be able to exert physical effort, endure various physical movements throughout the work areas, reach up and down, remain stationary at times throughout work periods, and satisfactorily communicate with guests and co-workers to their understanding.
* Licenses & Certifications: None required.

**SPECIFIC JOB DUTIES**

* Must have customer service experience
* Problem-solving skills
* Friendly and professional
* Ensure accurate data entry
* Address customers' complaints or concerns
* Prepare marketing plans
* Prepare budgets and monitor revenues and expenses
* Negotiate with clients for the use of facilities
* Negotiate with suppliers for the provision of materials and supplies
* Implement marketing activities
* Establish work schedules
* Enforce policies and procedures
* Develop and implement business plans
* Develop and implement policies and procedures for daily operations
* Assist clients/guests with special needs

**BENEFITS**

* Company Events
* Discounted or Free Food
* Health Plan/Dental Care
* Holiday Pay

**SCHEDULE**

* Day shift
* Holidays
* Monday to Friday

Expected Start Date: 2020-07-15

Job Types: Full-time, Permanent