

## Front Office Manager

As Front Office Manager you will be responsible for managing the operations of the reception desk and reporting to the General Manager.

This role would suit a Reception Supervisor who wants to take their first step into management.

### Key Responsibilities

- To agree a standard of work with the General Manager to develop a strategic plan for this department. To assume full responsibility for the operation of the department
- Lead and develop the Reception team in line with company operating procedures.
- To train all staff within your department in the SOP manual, and to monitor and update this manual as needed and to carry out monthly retraining with all staff as needed.
- To ensure that your team are fully conversant with the facilities, services and special promotions offered by the hotel
- Ensure your team anticipate guest needs, taking a particular interest in our loyal and regular guests ensuring positive relationships are built
- Ensure communication procedures are effective and efficient on a day to day basis, so that service standards are not compromised.
- Actively develop positive and effective communication between the reception team and the housekeeping team.
- Be actively involved in executing revenue strategies and sales initiatives.
- Ensure recruitment, training and development are as required, whilst demonstrating a management style that is both 'hands on' and strategic.
- To attend and contribute to all daily/weekly team meetings.

### The successful candidate will be

- Enthusiastic, positive, solution focused, team player with a strong work ethic.
- Minimum of 2 years experience in a Front Office Management/Supervisory Role
- Must have previous experience within the hotel environment
- Must be fluent in both written and spoken English
- Must be flexible regarding working hours
- Experience with using Opera Cloud is a distinct advantage

### Skills:

Hotel reception Reception Management Reservations

### Benefits

- Flexible Roster
- Competitive salary
- Meals on duty
- Provision of uniform
- Continuous training and development
- Discounted stays in our sister properties
- Staff Social Events
- Staff Parking