

# Front Office Manager

Department – Front Office

Reports to – General Manager

Welcome. Now that you're part of our family, let's explain the role you'll play.

## What's the job?

The moment a guest steps into one of our hotels, they walk into a genuinely memorable experience. As Front Office Manager you'll deliver this through managing all aspects of the front office (for example guest registration, porter services, business centre, telephone services, concierge services, and guest reservations). You'll also create the warm atmosphere that makes our guests feel at home in any location.

## Your day-to-day

### Guest Experience

- Ensure your front office team delivers a great service, professional attention and personal recognition
- Ensure guests are greeted upon arrival and make time to engage with guests. Respond appropriately to guest complaints, solicit feedback and build relationships to drive continuous improvement in guest satisfaction
- Conduct routine inspections of the front office and public areas and take immediate actions to correct any deficiencies

### People

- Manage day-to-day staffing needs, plan and assign work and establish performance and development goals for team members. Provide mentoring, coaching and regular feedback to improve team member performance
- Educate and train team members in compliance with federal, state and local laws and safety regulations. Ensure staff is properly trained and has the tools and equipment to carry out job duties
- Ensure your team are properly trained on systems, security, service and quality standards

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## Financial

- Help prepare annual departmental operating budget and financial plans. Monitor budget and control labour costs and expenses with a focus on rate strategy, building initiatives and inventory management
- Oversee night audit function and preparation of daily financial reports
- Develop plans to increase occupancy and ADR through walk-ins and upselling at the front desk

## Responsible Business

- Check billing instructions and guest credit for compliance with hotel credit policy and ensure all transactions are handled in a secure manner
- Train team members on PBX procedures and serve as a central communications point during emergency/crisis situations; develop and maintain relationships with local fire, police, and emergency personnel
- Perform other duties as assigned. May also serve as manager on duty

## Accountability

This job is the top Front Office job and may report to a Director of Rooms at a large luxury or resort hotel. Typically supervises front desk agents, and porter/shuttle services, reservations, PBX, etc. May oversee a team

## What we need from you

- Bachelor's degree / higher education qualification / equivalent in Hotel Management/Business Administration, plus 3 years of Front Office/Guest Service experience including management experience.
- Must speak fluent English. Other languages preferred.

## How do I deliver this?

# Front Office Manager

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all hotels.

Each hotel delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- True Attitude: being caring, wanting to make a positive difference, and building genuine connections with guests
- True Confidence: having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- True Listening: focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- True Responsiveness: is about providing guests with what they need, and doing so in a timely and caring manner

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

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Employee Name (Print) Employee Signature Date