

Front Office Manager

Title:	Front Office Manager
Incumbent's Name:	
Reporting to:	Operations Manager
Department:	Guest Services
Position start date:	March 2018
Job Description Approval Date:	

Position Summary Front Office Manager:

Under the direction and support of the Operations Manager, the responsibilities for this position include but are not limited to: ensuring we provide the highest level of guest service and ensuring that standards are maintained for all positions within our guest services department. They will be responsible to guide the front desk in achieving our operational goals through continual focus and reference to these goals and our vision: Kingsbridge is redefining the luxury hotel experience through creating special places. Our guests find only a genuine authentic experience here. Our guests choose us because memories are how we tell our story. The Front Office Manager position is responsible for leading the guest services operation ensuring and maintaining a consistently high standard of guest service. This position will be responsible for and maintaining the smooth flow of front desk services according to the standards of the Oswego Hotel. This position will directly oversee and manage the guest service agents.

Responsibilities:

- Meets guest requests as per the arrivals list; follows up with guests who have not yet checked out of the hotel
- Monitors the registration against in-house guests; maintains smooth operation of the front desk Ensure all duties are completed in a timely and organized manner. (i.e. VIP list, arrivals, blocking rooms, in-house bucket); communicates information to the associated departments
- Communicates clearly with MOD of daily regime at the Front Desk
- Will include rotation into the Night Manager position (graveyard shifts)
- Maintain professional business confidentiality as required.
- Ensures duties on task list are completed
- Preserve excellent levels of internal and external guest service
- Identify guests needs and respond proactively to all their concerns
- Supervise guest services team by attracting, recruiting, training and developing star team players in conjunction with Human Resources and Operations Manager
- Create and manage guest services schedules, policies and procedures
- Provide a two-way communication and nurture an environment with emphasis in motivation and teamwork
- Comply with all health and safety regulations
- Supervise and participate in all aspects of guest service agent duties and activities. Including motivating the team with front desk incentive program
- Serve as a sales agent promoting and up-selling hotel services
- Monitor rooms inventory to assist in maximizing room's revenue
- Work with the team to ensure reservation process standards are consistency while maximizing room revenue and inventory.
- Resolve guest complaints regarding hotel service.
- Observe and evaluate associates and work procedures to ensure quality standards and service
- Complete performance management for guest services associates
- Assign duties, responsibilities, and work stations to associates in accordance with work requirements.

- Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.
- Recommend measures for improving work procedures and associate performance to increase service quality
- Perform various financial activities, such as cash handling, deposit preparation, and payroll.
- Compile and balance cash receipts at the end of the day or shift.
- Develop departmental objectives, budgets, policies, procedures, and strategies in conjunction with the Operations Manager.
- Model Kingsbridge Management Core values
- Ensures that all front desk policies and procedures are adhered to
- Seeks feedback on guest satisfaction and resolves problems in accordance with our purpose and core values
- Responds directly back to guests who experience any issues in regard to check-in and or check-out in person, email, phone, or responding to surveys
- Strong & effective communication with all other departments. Conducts and participates in weekly operations meetings
- Schedules front desk communication meetings quarterly
- Provides guidance and motivation to the front desk team. Establishes and communicates daily with the front desk team. A strong commitment to associate satisfaction.
- Responsible to balance operational, administrative and associate needs
- Maximizes rooms revenue through participating in sales meetings and implementing and supporting agreed upon revenue management strategies and practices
- Monitor Hotel Reward Program with the team for accuracy
- Conduct associates performance evaluations on a timely basis, including corrective action and coaching. Develops, implements and maintains new incentives to motivate associates and maximize hotel revenue
- Ensures effective utilization & productivity of all associates through staff planning, hiring, scheduling & adhering to budget
- Effectively maximizes inventory levels during high occupancy/sold out nights
- Other duties as assigned

Education

- Diploma or degree in hospitality management or 2-3 years on the job experience.
- Previous supervisory experience

Knowledge, Skills and Abilities:

- Passionate about the hospitality industry and the guests you serve
- Able to work a flexible schedule which includes weekends
- Excellent time management skills, ability to prioritize and manage competing priorities
- Working knowledge of various computer software programs (MS Office, POS and PMS)
- Ability to spot and resolve problems efficiently
- Knowledge of Victoria and attractions
- Proven ability to guide and coach team members
- Excellent leadership, written/verbal communication and interpersonal skill
- Highly organized, results-oriented with the ability to be flexible and work well under pressure

Please Send Your Resumes to Brandon Cheng, Human Resources Recruiter/ Coordinator, The Oswego Hotel - bcheng@oswegohotelvictoria.com