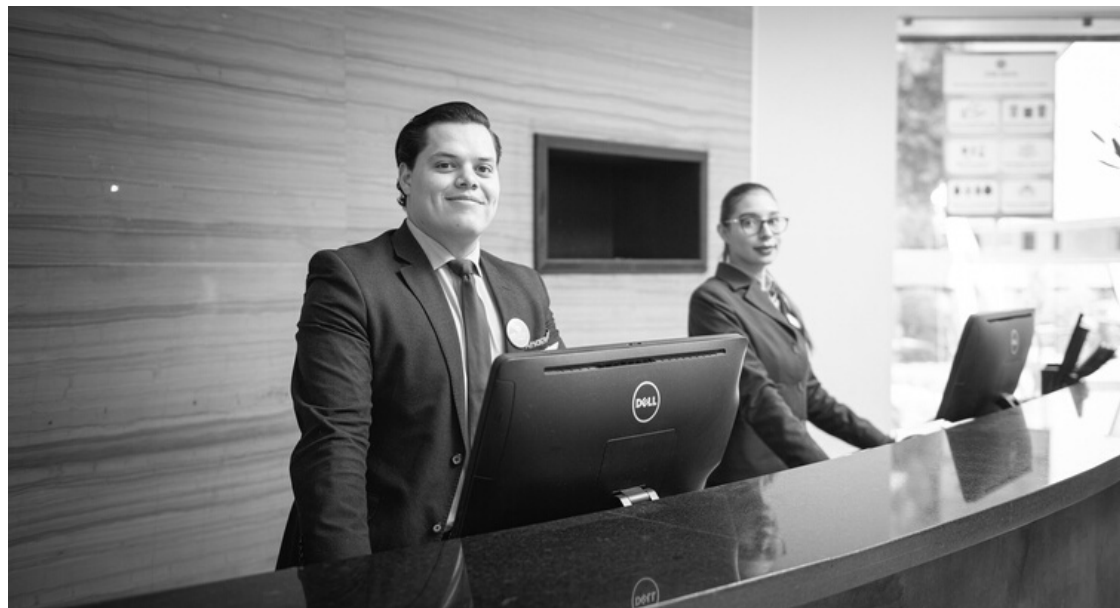


# Front Office

## M A N A G E R



### OVERVIEW

We are seeking a Front Office Manager for our client, a hotel in County Wicklow.

You will manage the Front Desk to ensure Operational Efficiency and a high level of Customer Satisfaction.

Working in close liaison with the Sales Office, you will supervise and train the receptionist team.

A 39 hour week on various shifts as outlined by Management. Reasonable additional hours if required.

#### FISCAL RESPONSIBILITY

Maintain security of cash, credit cards. Making sure that appropriate deposits are obtained as required by company policy, and ensuring that all account details are correct and in accordance with hotel credit.

# Front Office

## M A N A G E R



### RESPONSIBILITIES

To report for duty on time and in full and correct uniform in accordance with company policy

Develop and enhance current SOP & carryout retraining with the team

To ensure the reception desk is covered at all times

To ensure all calls are answered promptly, courteously and efficiently at all times

To carry out a thorough and accurate handover to the next shift including ensuring Opera accounts and float are balanced

To carry out Duty Manager Shifts as required

To manage PM Accounts

To develop a thorough knowledge of the hotel products and services.

To sell the hotels products and services in a professional manner in accordance with company policy.

To handle all customer inquiries, requests and bookings in a professional and courteous manner

To manage sales of Hotel vouchers in accordance with company policy

To maximise revenue using principles of Yield Management and give clear communication with regards to this to the rest of your team

To upsell company products / services

# Front Office

## M A N A G E R



### RESPONSIBILITIES

- To work as part of a team and reinforce your team by cross training exercises
- To report trends / changes in customer requirements at yield and other such meetings
- Develop knowledge and maximise use of Front Office Computer System
- To constantly monitor availability during shift and modify as necessary
- To liaise with all departments to ensure maximum satisfaction of guest
- To manage reception cash float
- To ensure and maintain security of cash, credit cards
- To ensure all appropriate deposits are obtained as required by company policy
- To ensure all guest details and account details are correct and in accordance with hotel credit policy regarding change / unconfirmed reservations / own account and Travel Agent bookings
- To liaise with unsatisfied customers in a professional manner and report incidents to Management
- To carry out all paperwork for front office procedures
- To respond to guest feedback
- To carry out end of shift procedures
- To ensure all checklists are completed in full and filed as required

# Front Office

## M A N A G E R



### RESPONSIBILITIES

- To set up training plans and ensure relevant sign of procedures are carried out
- To liaise with Sales Office regarding blocks and activities
- To handle room allocations
- To liaise with Accommodation team
- To make sure area is GDPR compliant at all times
- Personnel & accounts forms must be completed in line with procedure
- Weekly attendance at the HOD meetings will be required
- To implement company procedure in the event of fire or emergency
- To implement and maintain hygiene standards as set out by the Company
- To adhere to company Health and Safety policy and current Health and Safety legislation
- To take part in company internal and external training as required
- To carry out any reasonable requests by Management
- To work and be part of internal committees such as H&S committee , Green Team etc and take an active participating role in order to ensure compliance for the Hotel .