



Example of Front Office Manager Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of front office manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for front office manager

- Personally delivering and facilitating through colleagues engaging and intimate service
- Maintain information on prices, rates, special packages, programs, etc, while ensuring all staff are trained in all areas
- Ensures proper staffing levels for customer service goals
- Determines work procedures and prepares work schedules to ensure the smooth operation of the front desk
- Ensures all guest service issues are resolved prior to guests leaving the property
- Is in charge of the organisation and quality of Reception (including Night Team)
- Maximize and identify revenue and cost control opportunities within the Department
- Manages and motivates the Team in order to improve sales and quality
- Helps Rooms Division Manager to Lead and bring life to Mercure projects and identity features in the Department
- Ensuring that personal/ development plans are in place

Qualifications for front office manager

- Maintain a positive working relationship with all hotel departments
- Is polite, friendly, and helpful to guests, and colleagues

- Knowledge of one of the these languages - German / French / Italian
- Minimum 2 years work experience as Front Office Manager
- At least 2 years progressive management experience within the Rooms Division of a hotel, preferably in a unionized environment