



Example of Office Leader Job Description

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Our growing company is looking for an office leader. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for office leader

- Deputise for the Assistant General Manager or for the General Manager in their absence
- Have and maintain up-to-date knowledge of the pricing policy of the hotel
- Monitor all reservations in order to ensure that the daily availability is correct
- Prepare guests' file when using the check-in procedure in the computer system
- Complete credit check on guests at check-in
- Inform guests of all the conditions related to their stay in the hotel
- Build professional relationship with guests to maximise repeat business
- Know and up-sell services offered by the hotel to guests during their stay
- Listen to the guest at all times
- Dispatch messages received to the guests' room when required

Qualifications for office leader

- Previous experience in a Project Management Office (PMO) Experience with MS Project
- Minimum 2 years work experience as Team Leader – Front Office
- 1 year + Front End/Operations experience
- 6 mos retail experience
- Must hold current Full NZ Drivers Licence
- Exposure in a 4 or 5 star hotel environment preferred