|  |  |
| --- | --- |
| **Position:**  | Front Office Associate |
| **Reporting to:** | Front Office Manager |
| **Contract type:** | Permanent |
| **Hours of work:** | 40 hours per week, 5 days out of 7.  |

* 
* 

**About the role**

Reporting to the Front Office Manager, and in their absence the shift Supervisor. The Front Office Associate will be required to provide an efficient reception service, ensuring high quality customer care and satisfaction is delivered at all times. Ensuring the Front Office department operates within the brand standard guidelines.

**Key responsibilities for the role will include:**

* To welcome all guests in a hospitable and efficient manner
* To ensure Front Office department operates within the brand guidelines, utilising SOP manuals
* To ensure consistently high level of customer care is delivered at all times
* To ensure efficient check-in, check-out, room account settlements are performed to the brand requirements
* Adhere to the hotel’s payment handling procedures
* To ensure all guests requests and preferences are logged and acted upon to drive guest satisfaction
* Report all guest feedback to relevant personnel
* Abide by relevant fire and Health & Safety procedures
* To ensure hotel revenue is all areas is maximised at all times
* To assist with reservations and nights as required
* To be fully aware of competitors and industry trends
* To constantly seek new opportunities for the profitable use of facilities and growth
* To ensure high quality communication is in place in the hotel
* Follow Marriott brand standards
* Be able to explain and promote hotel services
* Work flexible hours on a shift basis, including night shift, in accordance with the departmental rota
* Due to the nature of our business, understand that work schedules and demands of the position may vary from time to time.
* Assist in the training of new employees when required
* Protect guest and associate security by never revealing any personal data, unless authorised by a manager
* At all time strive to represent Marriott in a professional, courteous and efficient manner
* Ensure cleanliness is maintained within the public areas
* Action cash down procedures

**Qualifications:**

* GCSE or equivalent

**Essential Skills & Experience:**

* Experience in Opera (desirable)
* Experience in MARSH (desirable)
* Branded hotel background (desirable)
* Influencing skills
* High level of interpersonal skills
* Excellent communication skills
* Works well under pressure

**Flexibility towards weekend and evening shift patterns is a pre-requisite of this employment**

**Other**

To comply with all Health and Safety procedures associated with the department at all times. This relates to:

* Standards and procedures of correct working practices
* The completion of risk assessments
* COSHH regulations
* Use of Personal Protective Equipment
* Minimising energy wastage by switching off unused lights, heating, PCs, and equipment.

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Company in the most professional, courteous, and efficient manner possible.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.