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| **Position:**  | Front Office Manager |
| **Reporting to:** | Hotel General Manager |
| **Responsible for:** | Front Office Team |
| **Contract type:** | Permanent |
| **Hours of work:** | 40 hours per week, 5 days out of 7. *Flexibility toward weekend, Bank Holidays and evening working is a pre-requisite of this employment.* |

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**About the role**

Reporting to the Hotel General Manager or the Deputy General Manager, the Front Office Manager will be required to lead and coordinate all Front Office areas of the hotel. This will include the day to day and night operations, ensuring adherence of all Marriott Brand Standards and that high quality customer care and satisfaction is delivered at all times. Ensuring the Front Office department operates within the budgeted guidelines with guest and staff welfare being paramount at all times. You will be responsible for managing staff within the Front Office.

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

**Customer Service Responsibilities**

* To ensure that a consistently high level of customer care is delivered at all times
* To ensure all guests requests and preferences are logged and acted upon to drive guest satisfaction
* To manage guest complaints and take the appropriate action
* To co-ordinate the Daily Times to be distributed to all Managers
* To ensure high quality communication is in place across the hotel
* To utilize GXP and traces to ensure clear communication of guest requests

**Revenue And Strategy Responsibilities**

* To ensure revenue is maximized in rooms, upselling where possible to maximise rooms revenue opportunities.
* Department sales initiatives agreed, tracked, measured, recognised.
* To be fully aware of competitors and industry trends.
* To constantly seek new opportunities for the profitable use of facilities and growth across the resort.
* To ensure weekly and monthly operational meetings take place
* Ensure all daily/nightly reports are correct.

**Brand Related Responsibilities**

* To ensure that the set target for brand audit is achieved
* To ensure Front Office Department operates within the brand guidelines, utilizing SOP manuals
* To ensure that the Front Office is represented at 11am daily meetings and weekly Guest Satisfaction Survey (GSS) weekly interdepartmental meetings
* To participate in hosting Daily 11am meetings according to brand guidelines
* To be the custodian for GSS scores and for front desk to disseminate any comments, complaints to each department head for their timely responses. If timely responses not received to chase up and escalate to Hotel General Manager.
* To ensure the set target for Bonvoy is achieved
* To champion the Front Office initiatives from Marriott
* To ensure the set target for GXP is achieved
* To drive the guest voice response rate and achieve targeted goals and the expected ITR.
* To respond to social media comments in a timely fashion.
* To ensure the mobile service targets are achieved
* To ensure training is managed and tracked in line with Marriott deadlines

**Staff Responsibilities**

* To ensure all supervisors and staff receive regular job chats, 30/60/90 reviews, probation reviews and appraisals etc, ensuring a personal development plan is in place for each individual.
* In liaison with the HR Department to arrange training for all staff as appropriate.
* Outline clear progression and development for each team member.
* Maintain high staff satisfaction and manage turnover.
* Drive engagement to deliver a high performing team.
* Ensure Front office team are presented in the correct uniform in line with Marriott Brand Standards.
* Create team environment through support and assistance of other departments.
* Recruit, train and support new team members, ensuring they are fully integrated into the front office team.

**General Responsibilities**

* To regularly undertake the role of Duty Manager.
* Produce and manage departmental rotas for the front office team, ensuring rota is complete and distributed as appropriate in line with hotel occupancy, ensuring flexibility is managed based on fluctuating occupancy levels. Rota to be produced at least a week in advance.
* Produce Purchase Orders in line with the operational needs of the business.
* Any other reasonable request from the Hotel General Manager or senior management at the resort.
* To accept key holder responsibilities as required.
* To liaise with and be part of the hotel management team, assisting in areas of business planning and strategy for upcoming events.
* To assist the Hotel Manager and resort Health and Safety Manger to ensure the hotel meets all relevant fire, life safety and health and safety regulations.
* Report any maintenance issues to the correct individuals in order to ensure hotel is fit for purpose.
* Management of Pool responder’s rota to ensure Pool is available for guests as much as is practical.
* Testing of Pool and Spa water to ensure pool is available for guests as much as is practical.
* To ensure all revenue is captured through the hotel systems.
* To be an ambassador for Marriott and for Lingfield Park, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Resort in the most professional, courteous and efficient manner possible.
* To ensure the department is GDPR compliant.
* Manage the booking system for the gym and pool facilities.
* Respond promptly and professionally to guest complaints, service recovery needs, and special requests.
* Ensure proper use of PMS (Property Management System), POS, and Marriott reservation systems.
* Working with the Sales team to ensure optimal room distribution for online selling platforms.
* Lead or support hotel improvement projects, renovations, or front desk initiatives.

**Qualifications:**

* Diploma level or equivalent.

**Essential Skills & Experience:**

* Minimum of 3 years’ experience as Front Office Supervisor/Head Receptionist.
* Knowledge of hotel systems and software; GSS, GXP, Marsha and Opera.
* Branded hotel background an advantage.
* Demonstrable customer service excellence.
* Demonstrable leadership skills.

**Personality:**

* Great organisational skills.
* Team player.
* Can do attitude.
* Professional.
* Leads by example.
* Pro-active.
* Flexible to change.
* Excellent communicator.
* Works well under pressure.
* High level of influencing and negotiating skills.
* Customer service focused (internal and external).
* Organised, systematic and process driven.

**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.