

## Hotel Front Office Manager (West Broad)



Location **Virginia**  
<https://www.genclassifieds.com/x-378360-z>

We are seeking a dedicated and motivated front office manager to join our team in Richmond, VA. Please submit your resume if you meet the requirements below.

Job Purpose:

Reports directly to the General Manager. The Front Office Manager is the liaison between the Executive Housekeeper/Housekeeping, Maintenance Engineer, Front Desk Guest Service Agents and the General Manager.

Responsible for welcoming guests and handling any complaints. In doing so, he or she:

Supervises reservations and the allocation of rooms together with Guest Relations Management.

• **Monitors** the individual customer accounts and group accounts

Applies and ensures the application of the sales strategy to maximize occupancy and average room price

Supervise/trains front office agents and organizes their work and schedules

### Key Responsibilities:

To monitor the quality of welcome extended to guests

~ To recruit, train and motivate the members of the his or her team

• To ensure that all hotel standards and procedures are applied

• To manage daily billing and payments

ãçâ,¬âç Maintains a professional demeanor and appearance at all times

Additional responsibilities may be added as needed.

**Skills:**


Acâ, <https://doi.org/10.3390/h12030430> Hospitality (Web) 78360

Ac. - Accounting Handles guest correspondence and designated accounting responsibilities as delegated by the hotel's General Manager.

Self-sufficiency

Self-control: handling complaints

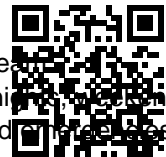
Acâ. - Âc Good relationship skills



(West)		(East)
Hotel Front Office Manager Broad)	<a href="https://www.glassdoor.com/x-3-740861/">https://www.glassdoor.com/x-3-740861/</a>	Hotel Front Office Manager Broad)
Açâ, -	-	Hospitality Agent
Açâ, -	-	Adaptability
Açâ, -	-	Handles guest requests
Açâ, -	-	Self-sufficient
Açâ, -	-	Self-control
Açâ, -	-	Good relationship



Working with the Correspondence  
Broad (Front Office Manager)  
Narrow (Waitress)



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Hotel Front Office Manager  
(Web Broad)



Hotel Front Office Manager  
(West Broad)



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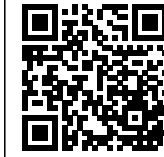
the hotel's General Manager  
(West Broad)



Hotel Front Office Manager.  
(West Broad)



Hotel Front Office Manager  
(West Broad)



Hotel Front Office Manager  
(West Broad)

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• Team leadership  
• Good memory: remembering guests  
• Taking the initiative  
• Discretion

Qualifications:

• High School Diploma, GED or further education to standard or similar  
• Courses in Hotel or Tourism studies preferred  
• Minimum 3 years hospitality management experience Required  
• Experience with various reservation systems preferred  
• Must be capable of passing a background check

Please submit a copy of your resume in PDF format for.