

Hotel Front Office Manager (West Broad)

Location **Virginia** https://www.genclassifieds.com/x-378361-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:

ââ,¬Â¢ Supervises reservations and the allocation of rooms together with Guest Relations Management.

 $\tilde{A}\phi\hat{a}, \neg \hat{A}\phi$ Monitors the individual customer accounts and group accounts

ââ,¬Â¢ Applies and ensures the application of the sales strategy to maximize occupancy and average room price

ââ,¬Â¢ Supervise/trains front office agents and organizes their work and schedules

Key Responsibilities:

ââ,¬Â¢ To monitor the quality of welcome extended to guests

ââ,¬Â¢ To recruit, train and motivate the members of the his or her team

ââ,¬Â¢ To ensure that all hotel standards and procedures are applied

ââ,¬Â¢ To manage daily billing and payments

ââ,¬Â¢ Maintains a professional demeanor and appearance at all times

ââ,¬Â¢ Additional responsibilities may be added as needed.



ââ,¬Â¢ Team leadership

 \tilde{A} ¢ \hat{a} ,¬ \hat{A} ¢ Good memory: remembering guests

ââ,¬Â¢ Taking the initiative

ââ,¬Â¢ Discretion

Qualifications:

 \tilde{A} ¢ \hat{a} , $\neg\hat{A}$ ¢ High School Diploma, GED or further education to standard or similar

ââ,¬Â¢ Courses in Hotel or Tourism studies preferred

ââ,¬Â¢ Minimum 3 years hospitality management experience Required

ââ,¬Â¢ Experience with various reservation systems preferred

ââ,¬Â¢ Must be capable of passing a background check

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