

Hotel Front Office Manager (West Broad)

Location **Virginia**
<https://www.genclassifieds.com/x-378362-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

• Maintains a professional demeanor and appearance at all times

• Additional responsibilities may be added as needed.

Skills:

• Microsoft Windows

• Ability to train and motivate a team

• Ability to be available to work nights, weekends or public holidays

• Experience for staff emergencies and problem guests 24 hours a day

• Sales ability (new and retention)

• Hospitality

• Adaptability: coping with the diversity of customers and their needs

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

• Self-sufficiency

• Self-control: handling complaints

• Good relationship skills

• Good communication skills

• Good organizational skills

• Good problem-solving skills

• Good decision-making skills

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Ã¢,¬Ã¢ Team leadership

Ã¢,¬Ã¢ Good memory: remembering guests

Ã¢,¬Ã¢ Taking the initiative

Ã¢,¬Ã¢ Discretion

Qualifications:

Ã¢,¬Ã¢ High School Diploma, GED or further education to standard or similar

Ã¢,¬Ã¢ Courses in Hotel or Tourism studies preferred

Ã¢,¬Ã¢ Minimum 3 years hospitality management experience Required

Ã¢,¬Ã¢ Experience with various reservation systems preferred

Ã¢,¬Ã¢ Must be capable of passing a background check

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