

# Hotel Front Office Manager (West Broad)



Location **Virginia**  
<https://www.genclassifieds.com/x-378364-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:

• Ability to train and supervise a team

• Ability to be available to work nights, weekends or other front days

• Ability to handle guest complaints and issues 24 hours a day

• Sales ability (new and retention)

• Hospitality

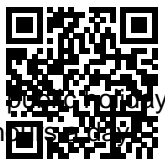
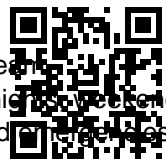
• Adaptability: coping with the diversity of customers and their needs

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

• Self-sufficiency

• Self-control: handling complaints

• Good relationship skills



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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.