

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

Àçâ, -Âç 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

3. **3. Maintains a professional demeanor and appearance at all times**

Additional responsibilities may be added as needed.

Skills:

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Acâ, -Âc - have to be available to work nights, weekends or public holidays

Acâ. - Ac. de prima for staff emergencies and

Acâ, -Âc Sales ability (new and retention)

Acad. Hospit

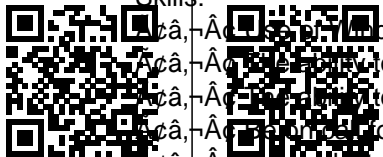
Adaptability: coping with the diversity of customers and their needs

Acã - Accounts Receivable. Handles guest correspondence and designated accounting responsibilities as delegated by the hotel's General Manager.

Self-sufficiency

Ãcâ. -Ãc Self-control: handling complaints

Acâ = Ac Good relationship skills



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(West Broad)



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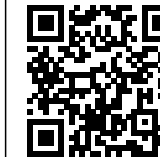
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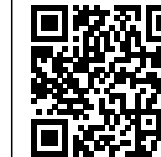
by the hotel's General Manager, Mr. [REDACTED] (West Broad)



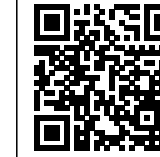
(West Broad)

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(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.