

# 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 a role model for work ethics, standards or procedures
- Ability for staff management and to work 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.