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## POSITION DESCRIPTION

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**Position:** Front Office Manager

**Job Code:**

**Department:** Front Office

**FLSA Status:** Exempt

**Reports To:** Hotel Manager

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### **Position Overview:**

The Front Office Manager manages all aspects of the department including but not limited to operations, planning, budgeting, staffing and payroll in accordance with hotel policies and procedures. The Front Office Manager provides leadership and support to all members of the Front Office, implements and enforces the Hay Adams Standards of Excellence in all areas supervised.

### **Essential Duties & Responsibilities**

1. Manage and monitor activities of all employees in the Front Office department making sure they adhere the standards of excellence and to the guidelines set in the employee handbook, hotel policies and procedures, coaching, training and correcting where needed.
2. Maintain a professional and high quality service oriented environment at all times.
3. Act as manager on duty for the hotel, dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise.
4. Inform all Front Office staff of daily activities, group and VIP arrivals as well as special requests and repeat guests. Check accommodations, making sure any special requests are carried out accordingly, greet guests upon arrival and ensure escort to accommodations if appropriate.
5. Undertake full responsibility for Scheduling and Payroll of the department.
6. Undertake full responsibility for managing operating expenses and purchasing for the department
7. Set Front Office Budget, monitor Profit & Loss and cash handling throughout the year. Supervise Upsell program at the Front Office and work as part of the Yield Management team to try and maximize revenue for the hotel.
8. Work closely with the Housekeeping Department to improve guest services and foster cross departmental communication.
9. Coordinate daily activities with hotel management team on a daily basis.
10. Hold monthly department meetings keeping staff informed of all activities in the hotel, reinforcing Standards of Excellence and promoting a strong team atmosphere and culture.
11. Be aware and able to enforce all fire-life-safety procedures. Remain current in all updates with regards to new procedures and training. Ensure staff is fully trained in emergency procedures. This position is a member of the hotel's emergency response team.

### **Qualifications:**

To perform this job successfully an individual must be able to perform each essential duty to a satisfactory standard. The requirements listed below are representative of the knowledge skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education:** High School diploma, general education degree or international equivalent required. College degree preferred.

**Experience:** Previous Front Office experience in supervisory/management capacity in a luxury property required. Previous customer service and general computer experience required. Property Management Software experience preferred.

**Supervisory Responsibilities:** Responsible for supervision and training of all Front Office employees including but not limited to Assistant Front Office Managers, Management Trainees, Concierge, Bell and Door staff, Night Manager, Night Auditor and Lobby Ambassador.

**Language Skills:** Excellent knowledge of the English language is mandatory as well as the ability to speak, read and write clearly. Must be able to listen to, read and/or write instructions, memos, short correspondences and messages. Second language preferred.

**Note:**

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

*The Hay-Adams Hotel offers competitive salaries and excellent benefits, including medical, dental, vision and 401K retirement plan.*

*EEO Employer*

*Please submit your resume and cover letter to: [hrmanager@hayadams.com](mailto:hrmanager@hayadams.com) or fax 202.639.9743*