

POSTING: Front Office Manager

EFFECTIVE DATES/LOCATION:

Posting Date: n/a

Application Deadline: n/a

Effective Start Date: n/a

Number of Positions & Location: multiple positions at all locations

REPORTING TO: General Manager

JOB DESCRIPTION:

We pride ourselves in achieving exceptional results in operating hotels from our ability to blend the superior science of hotel management with the art and professionalism of hospitality. Are you seeking a successful company to grow with? Do you have what it takes to grow with us?

We are seeking a dynamic Front Office Manager to join our team. Our Managers understand the meaning of true Customer Service, they are professional, team-oriented, possess good work ethics and are extremely results driven.

JOB REQUIREMENTS:

- The ability to direct and control the activities of the Front Office, Reservations, Guest Activities, and to ensure adherence to the Sandman Hotels, Inns & Suites standards, policies and procedures.
- The ability to ensure that qualified personnel are selected, hired and trained in all areas of responsibility.
- Must ensure that all personnel are kept well informed of department objectives and policies.
- The ability to ensure the proper image is being maintained by all Team Members with respect to grooming and uniform standards.
- The ability to support and participate in all hotel programs, policies and procedures with special emphasis on the orientation of new employees.
- The ability to display fair treatment with respect to disciplinary action and provide supportive documentations.
- The ability to prepare all necessary forecasts; to work closely with Reservations, Front Office and Sales to maximize occupancy, rate and revenue. Keeps all departments notified of any fluctuations in business levels, special guests, groups, etc.
- The ability to establish and maintain close working relationships with all departments of the hotel to ensure maximum cooperation, productivity, morale and guest service.
- The ability to develop relationships with clients, return guests, group contacts etc. to provide maximum personalized guest service.
- The ability to make suggestions for improvements in overall operations with an emphasis on increasing guest satisfaction, revenues as well as reducing costs.
- The ability to support Sandman Hotels, Inns & Suites philosophy towards employee development, morale and institute programs to ensure the effectiveness and promotion of this philosophy within the Rooms Division.
- The ability to monitor and analyze the payroll for Rooms Division to ensure maximum effectiveness towards guests services while realizing full profit potential.
- The ability to display a high degree of professionalism and integrity as befitting a member of management.
- The ability to respond properly and take a supervisory role in any hotel emergency or safety situation, as well as ensure the proper control and instructions of said emergency procedures to the Rooms Division.
- Manage all administrative duties as specified by the Company.

APPLICABLE SKILLS

- College degree or equivalent experience.
- Minimum five years hotel experience, specifically in Rooms Division Department.
- Demonstrated supervisor skills; good judgment and common sense.
- Computer literate with knowledge of a variety of computer software applications, including the Microsoft Office Suite.
- Superior written and oral communication skills.
- Excellent organizational and time management skills, with the ability to set priorities for self and others.

Entry Level Position: No