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Key functions: Managing and motivating all front-office employees with daily supervision to include staffing, training, discipline, planning and visual performance monitoring to ensure compliance with all service and performance standards to ensure guest satisfaction. Checking and monitoring the booking number, front office systems, as well as inventory of supply, planning, forecasting and budget department to maximize revenue. Communicate with guests and staff both verbally and in writing to answer questions and provide a clear direction in advising and briefing staff in the details of the work. Organization, holding and/or attending meetings to obtain and disseminate relevant information once a month. Daily get up meetings twice a day. Implementation and monitoring of all brand marketing programs. Implementation of incentive programs to motivate employees. Other: Regular visits to the standards that can be set from time to time are essential for the successful implementation of this position. Employees with irregular visits will be subject to disciplinary action, including dismissal from work. Due to the cyclical nature of the hospitality industry, employees may be required to work on different schedules to reflect the hotel's business needs. In employment, all employees are required to fully comply with the rules and regulations regarding the safe and efficient operation of hotel facilities. Employees who violate the hotel's rules and regulations will be subject to disciplinary action, including terminations. Auxiliary functions: In addition to performing core functions, this position may be required to perform a combination of the following support functions, with the percentage of time each function to be determined solely by the manager based on the specific requirements of the hotel. Inspect rooms that require bending, tilting, overhead and moving around guest floors. Assistants at check-in/exit guests of any related guest service activities. We perform other duties on request. For example, special requests from guests. Work brief We are looking for a front-line office manager to manage our reception. You will act as the face of our company and ensure visitors get a touching welcome. You will also coordinate all events at the front desk, including calls, reservations and guest service. As head of the front office, you must combine a pleasant personality with a dynamic professional attitude to control and lead our team. Our ideal candidate can effectively deal with complaints and has a solid to customer service. Ultimately, you should be able to ensure that our front desk provides professional and friendly service to our customers. Responsibilities Ensure reception is tidy and has all the necessary stationery and materials (e.g. pens, uniforms and and and Fliers) Train, monitor and maintain office staff, including administrators, security guards and call center agents Schedule shifts Provide timely and accurate customer service Handle complaints and specific customer requests Troubleshoot Emergency Monitor stocks and office supplies order to ensure proper distribution of mail Preparation and budget monitoring office Keep updated office expense reports and costs Ensure company policies and security requirements meet the requirements of a Proven Work Experience manager , faxes and printers) Careful knowledge of customer service, office management and basic accounting procedures Profession in English (oral and written) Solid knowledge of MS Office, in particular Excel and Word Excellent Communication and People's Skills Good organizational and multi-order ability Problem Solving Skills High School Diploma; Additional certification is a plus to start a free working trial and place your ad on the most popular job boards today. REPORTS TO: Assistant Manager or General Manager indirectly supervises all front-office staff and ensures that all front-office responsibilities are properly performed. Directs and coordinates reception activities, reservations, guest service and telephone areas. Prepare monthly reports and budget for the front office department. Trains, cross-trains, and retraining of all front-office staff. He takes part in the selection of front-office personnel. The schedule of front-office employees. Controls the workload during shifts. Evaluates job performance if each employee is a front-office employee. Maintains a working relationship and communicates with all departments. Maintains the main key control. Checks that accurate information about the condition of the room is maintained and properly transmitted. Solves guest problems quickly, efficiently and politely. Updates information about the group. Supports, monitors and prepares group requirements. Passes the information to the relevant staff. Reviews and completes the credit limit report. Works within the allocated budget for the front office. Receives information from the previous shift of the manger and passes the relevant details to the counter manager. Checks the cashiers in and out and checks the banks and deposits at the end of each shift. It ensures compliance with all rules for handling cash, cashing checks and loans. He holds regularly scheduled meetings of front-office staff. Wears the right shape at all times. Requires that all front-office employees always wear the right uniform. Supports the hotel's commitment to hospitality. Prepare performance reports related to the front office. Maximum income from rooms and occupancy, daily review of the status. Analysis rates, monitoring credit reports and maintaining close monitoring of daily home counting. Monitor the sale status of the home daily. That is, flash report, manual, etc. Monitor Monitor balance the guest and take appropriate action. Ensure the implementation of all hotel policies and rules at home. Operating all aspects of the Front Office computer system, including software maintenance, reporting generation and analysis, and simple configuration changes. Preparing revenue and occupancy forecasting. Ensure that all messages, packages and mail are delivered in a timely and professional manner. Make sure the staff are always attentive, friendly, helpful and polite to all guest managers and other staff. Monitoring all V.I.P special guests and requests. Maintaining the necessary pairs of all front-office and stationary accessories. A review of the daily work of the front office and activity reports generated by the Night Audit. Review Front Office magazine and guest feedback forms on a daily basis. Maintain an organized and comprehensive application system with documentation of purchases, vouchers, schedules, forecasts, reports, and tracking logs. We perform other duties at the request of management. Minimum two-year college degree. Must be able to read, speak, write and understand the basic language used in the workplace. At least one year of hotel reception experience, cash processing experience, accounting procedures and general administrative tasks. Page 2 Position Title: Front Office Head Reports: Front Office Manager/Duty Manager Position Summary: Primarily controls front-office team members to ensure efficient and smooth work to produce excellent reviews and guest satisfaction. Responds professionally and politely to guests, providing accurate and timely information and services. You will also make sure that hotel fees are carefully processed on guests' bills, bills are accurate, billing instructions are checked, all necessary support bills and vouchers are attached for direct payments. FRONT DESK SUPERVISOR DUTIES AND RESPONSIBILITIES: 1. Providing outstanding customer service at any time. 2. Maintains friendly, cheerful and polite behavior at all times. 3. Politely and accurately responds to the requests of potential guests and accepts hotel reservations. 4. Responds to telephone and such person requests regarding bookings, hotel information and guest problems. 5. Uses suggestive sales methods to sell night numbers, increase occupancy and revenue. Monitor the daily shift process, ensuring that all members of the team comply with standard operating procedures. 7. Train, direct work, solve issues/problems and coach and advise team members to the front desk to ensure quality work. 8. Fast and effective solution to customer problems, complaints, problems to maintain a high level of customer satisfaction and quality 9. Stick to the company's credit limit/gender restriction policy. 10. Select rooms for expected arrivals after checking guest preferences and special requests. 11. Build relationship and keep in touch with all other departments especially housekeeping, reservations, etc. 12. Manages EPBX equipment, including assisting incoming and outgoing calls, setting alarm calls, allowing DND (Do Not Disturb) and paging for guests in the home. 13. Cross-checking all billing instructions has been correctly updated 14. Controls the cash transactions at the check-in desk and retains full responsibility for the personal bank, as stated in the policy of the hotel bank agreement. 15. Monitor the work of the front desk to ensure the optimal level of service and hospitality provided to guests. 16. Performs other duties when appointed, requested or deemed necessary by management. 17. Provide a front office magazine and hotel magazine always updated and action on. 18. Provides security by following guest registration and security procedures and reporting suspicious activity to the security service, manager or fashion. Participation in hotel and task force committees. 20. Helping all departments to serve guests during high-volume periods. 21. Takes responsibility in the absence of the on-call manager/head of the front office 22. As a leader, you will be a role model, sharing your experience and constantly inspiring the front-office team. PREREQUISITES: Positive attitude and excellent communication skills. Experience the motivation and driving of the winning team. The ability to stay calm while under pressure. Knowledge of opera / Fidelio / Other world-class real estate management system is required. RELATED: A degree or diploma in hotel management is an asset or graduate bachelor's and/or diploma in a hotel or other related fields. Computer knowledge and experience in MS Office programs. EXPERIENCE: A minimum of 2 to 3 years of experience as a Front Office Associate/Cassir front office in a hotel. Page 3 POSITION TITLE: Operational Manager REPORTS TO: General Manager/Regional General Manager/Regional General Manager POSITION SUMMARY: Operation Mangers must have an excellent level of commercial awareness that can build and maintain relationships with internal and external guests. It is also responsible for highlighting short-term/medium/long-term questions to the General Manager of a manger/cluster and assisting in the development of solutions. The Operations Manager is also required to assist in the preparation of the annual budget and monthly forecasting processes. OPERATIONS MANAGER DUTIES AND RESPONSIBILITIES: Fully responsible for all aspects of all departments. Support and work with all departmental heads in all aspects of the management of this hotel. Make sure that the premises are operational in accordance with the unit category for and guest services. Conducting regular task force meetings with all HOD daily/weekly to discuss routine operational issues, sales goals, GSTS feedback/RSTS reviews and measures taken to restore service as well as any staff personnel Minutes of the meeting to be sent to GM/RGM. Ensure the implementation of SOP in all departments and check the same during regular operational checks. Consultant/GRM guide that should be taken where necessary. Monitoring purchases/indentations/requests of each department, receivables (debtors' collection) and bills to be paid (paid to suppliers/suppliers, etc.). Accidental store inspection (F and B/Kitchen) to check the stock in hand (quality, nominal inventory level, expiration, etc.) with the F and B manager and chef. Work with suppliers/suppliers for quality products with the participation of a purchasing manager and providing performance evaluation to suppliers every quarter of HO Purchase. Check all departments for SOP implementation. Check the entire department with their respective manager for cleanliness, atmosphere, service readiness, staff care and hospitality culture. Monitoring coordination between all departments to operate smoothly and efficiently. Assess and evaluate customer satisfaction and service recovery. Meet all department heads to review and train staff to keep human capital. Identify the training needs of staff and provide development assistance that provides timely and constructive feedback to all direct reports as needed, both formally and informally. Holding a weekly/daily meeting with people marketing to request and follow up and transform the grow business. Monitoring and maintaining operating costs and overheads to maintain the organization's maximum revenue. Be available on call 24 hours a day to solve any urgent problems in emergencies. Responsible for the overall management of the hotel. Any other responsibilities assigned. BEFORE: Excellent income management skills with experience in budgets, CPR and forecasting. Work with colleagues to share skills, knowledge, resources and networks. Highly focused, have excellent communication skills, be motivated and professional in appearance and presentation. RELATED: A degree or diploma in hotel management is an asset or graduate bachelor's and/or diploma in a hotel or other related fields. Computer knowledge, MS Office. Experience in real estate management software, income management system desired. EXPERIENCE: At least 3 to 4 years of hotel experience from 3 to 5 stars as deputy manager, asst. operations manager or hotel manager. 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