

# Job Description

**Position:** Assistant Front of House Manager

**Department:** Front Office

**Reporting to:** Front of House Manager

**Job level:** Management

**Contract:** Permanent

**Hours per week:** 40 hours 5 days out of 7 (Mon- Sun)

## **Job purpose:**

To **passionately** assist in managing the hotel front office with a **progressive** approach at all times to coincide with our brand standards, company policies and procedures. To ensure high levels of customer services and safety at all times with a **collaborative** approach. The individual must be **determined** to provide an exceptional guest experience.

## **Job Description**

### **Main Objectives**

- To assist with the management of the hotel front office department
- To assist in meeting the hotel rooms revenue budget
- To assist in elevating guest satisfaction and improve service performance and efficiencies
- To assist in recruiting, motivating, training, developing and managing the team in line with the company handbook ensuring compliance with all the legal, company and brand standards

### **Summary of Duties**

- To support and assist the Front of House Manager in managing the hotel front office operation in line with brand standards, company policy and procedure
- To recruit, lead, motivate, train, develop and monitor the front office team in line with brand and company policy
- To ensure staff resources meet business needs
- To respond to allocated customer comments
- To ensure the departmental Supervisors have an up to date performance development plan
- To monitor the department's performance in line with set targets and objectives
- To ensure an effective daily communication process with the team as a whole
- To maintain a strong working relationship with all departments and offer support with their operation
- To ensure that all company systems are used to maximize efficiency and Guest satisfaction and safety
- To ensure the accurate completion of all daily tasks in a timely manner and departmental reporting
- To champion a culture that enhances the Guest and team member experience
- To conduct general administrative duties using Microsoft office, internet explorer and the hotel property management system
- To deputise in the absence of the Front of House Manager
- Any other reasonable request as required by the business

## Person Specifications

### Essential

- Previous reservations experience with in a 200+ 4\* hotel
- Previous reception experience with in a 200+ 4\* hotel
- Previous experience of team member training, development and motivation
- Experience of performance management
- Evidence of problem solving and managing change
- A Passion for driving the Guest experience with the ability to respond to Guest feedback
- Previous cash handling experience
- Able to identify operational efficiencies
- Excellent interpersonal and communication skills
- Demonstrable experience of working to deadlines
- Flexible with the ability to proactively respond to the business needs
- Resilient and able to work under pressure
- Excellent personal presentation
- IT skills

### Behavioural indicators

#### Entry

- Personal Attributes (Self Development)
- Functional Skills (Process Management)
- Delivery at Pace (Passion for Customers)
- Functional Skills (Communication)

#### Skilled

- Personal Attributes (Resilience)
- Personal Attributes (Respect for Others)
- Personal Attributes (Integrity and Trust)
- People Skills (Leading a Team)
- People Skills (Developing Others)