

HOTEL TEATRO

Position Description

Position: Front Office Manager	Department: Front Desk/Guest Services
Status: Exempt	Reports to: Hotel Manager

Position Summary:

The primary responsibility of the Front Office Manager is to oversee daily operations of all guest service areas to include Front Desk and Reservations. The Front Office Manager ensures proper, timely and seamless check in and check out processes, ensure accurate posting of all charges to capture revenue and ensure guest satisfaction through effective training, support and encouragement of the guest service team.

Essential Functions of the Job:

- Maintains high standards throughout daily assignment and assists Guest Services team and Supervisors in doing the same.
- Represents the hotel and executive management to employees, guests, visitors, and vendors.
- Ensures proper scheduling of the front desk, reservations and bell/valet associates as required for business levels and covers shifts as necessary when staffing falls short.
- Coordinates, administers, and contributes input to required meetings, including monthly departmental meeting.
- Sets standard for the staff-upholding the requirements of AAA and Forbes as well as standards communicated by executive management.
- Creates, trains and implements all training programs for new front desk, bell/valet and reservations agents. Ensures continued training when policies and procedures have changed, added or updated.
- Supervises the care of equipment, minimizing waste, breakage and misuse.
- Analyze and review hotel financials daily to keep in line with departmental budgets and staffing.
- Ensures accuracy of group routing, third party billing and charges, hotel package postings and all other applicable payment methods are adhered to and fully trained for knowledge retention.
- Ensure timely and accurate payroll administration.
- Departmental scheduling to meet business needs.
- Communicates effectively and immediately any situations which may require management assistance. This may include employee-related issues as well as guest issues.
- Coordinates VIP recognition and room assignments.

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- Takes immediate corrective action when guests' needs are not met, involving the executive management when necessary.
- Demonstrates working knowledge of safety and fire procedures.
- Assists in emergency and security procedures as directed by the employee manual and the established emergency plan.
- Creates and maintains scripting standards and guidelines for guest interactions.
- Attend Group Resume meetings.
- Provides month end reports regarding front office expenses, including labor and supplies.
- Reviews daily revenue reports for posting accuracy.
- Acts as MOD when necessary.
- Ensures effective communication between Executive Committee, Department Managers and line staff.
- Performs miscellaneous tasks as assigned by the General Manager and/or Assistant General Manager.

Additional Job Duties:

- Completes delegated tasks and projects; assists other departments as business volumes and staff levels demand.
- Ensures agents complete their checklists; informs management if there is anything that time does not permit.
- Reports to work in a neatly groomed and acceptable manner as outlined in the Uniform and Dress Code Standards
- Reports to shift on time.
- Enforces and complies with all policies and procedures for Hotel Teatro.

Physical requirements of the position include:

- Ability to withstand extreme variations in weather and temperature.
- Able to meet the requirements of all job categories within the Front Desk and Guest Services Department at any given time as needed.
- Requires sitting and/or standing for long periods.
- Requires standing, walking, lifting, carrying, pushing, pulling, climbing, stooping, kneeling, crouching, reaching, handling, talking, hearing and seeing.
- Must be able to exert physical effort in transporting 50 lbs. on occasion.
- Must be able to endure various physical movements throughout work areas.
- Work 10 to 12 hour days often.
- Able to stand high levels of stress.

Education, Experience, Skills:

- Degree in hotel management or general field of study preferred. (Strong people skills with management experience could be substituted for higher education.)

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- Valid Colorado driver's license
- Previous management/supervisory experience within a hotel setting required – minimum of 3+ years preferred.
- Dynamic with high follow-through levels
- Strong working knowledge of Microsoft Office© required, strong knowledge of Excel preferred.
- Competent in understanding and interpreting accounting and financial controls as they relate to all aspects of hotel operations.
- Understanding of cost and controls and experience in implementing the same.
- Strong English oral and written communication skills
- Strong time management/organizational skills

SCHEDULING

Holidays/Weekends/Evenings: Must be able to work a varying schedule to include but not limited to holidays, weekends and evenings.

Employee's Signature

Date

Manager's Signature

Date

HR Initials