Hotel Front Office Manager (West Broad)

Location **Virginia**
https://www.genclassifieds.com/x-378364-z

We are seeking a dedicated and motivated front office manager to join our team in Richmond, VA
Please submit your resume if you meet the requirements below.

Job Purpose:
Reports directly to the General Manager. The Front Office Manager is the liaison between the Executive Housekeeper/Housekeeping, Maintenance Engineer, Front Desk Guest Service Agents and the General Manager.
Responsible for welcoming guests and handling any complaints. In doing so, he or she:
Ã¢â‚¬Â¢ Supervises reservations and the allocation of rooms together with Guest Relations Management.
Ã¢â‚¬Â¢ Monitors the individual customer accounts and group accounts
Ã¢â‚¬Â¢ Applies and ensures the application of the sales strategy to maximize occupancy and average room price
Ã¢â‚¬Â¢ Supervise/trains front office agents and organizes their work and schedules

Key Responsibilities:
Ã¢â‚¬Â¢ To monitor the quality of welcome extended to guests
Ã¢â‚¬Â¢ To recruit, train and motivate the members of the his or her team
Ã¢â‚¬Â¢ To ensure that all hotel standards and procedures are applied
Ã¢â‚¬Â¢ To manage daily billing and payments
Ã¢â‚¬Â¢ Maintains a professional demeanor and appearance at all times
Ã¢â‚¬Â¢ Additional responsibilities may be added as needed.

Skills:
Ã¢â‚¬Â¢ Use of Windows
Ã¢â‚¬Â¢ Be able to train and motivate a team
Ã¢â‚¬Â¢ Have the ability to be available to work nights, weekends or major holidays
Ã¢â‚¬Â¢ Be the lead for staff and guests and be available 24 hours a day
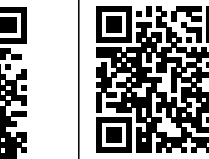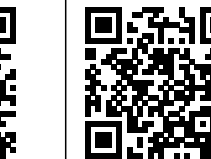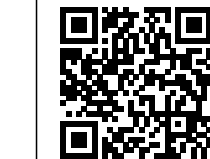Ã¢â‚¬Â¢ Sales ability (new and retention)
Ã¢â‚¬Â¢ Hospitality
Ã¢â‚¬Â¢ Adaptability: coping with the diversity of customers and their needs
Ã¢â‚¬Â¢ Handles guest correspondence and designated accounting responsibilities as delegated by the hotel's General Manager.
Ã¢â‚¬Â¢ Self-sufficiency
Ã¢â‚¬Â¢ Self-control: handling complaints
Ã¢â‚¬Â¢ Good relationship skills

- Team leadership
- Good memory: remembering guests
- Taking the initiative
- Discretion

Qualifications:
- High School Diploma, GED or further education to standard or similar
- Courses in Hotel or Tourism studies preferred
- Minimum 3 years hospitality management experience Required
- Experience with various reservation systems preferred
- Must be capable of passing a background check

Please submit a copy of your resume in PDF format for.