

Guest Services Manager (Front Office Manager)

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Company: Bali Jobs Recruitment

Location: Kodi

Category: other-general

Located in the untamed paradise of West Sumba, our client (a five star luxury hotel and villas), is seeking energetic, fun, and passionate Front Office Manager to join the team on the mysterious island of Sumba.

As a Front Office Manager, your role is to ensure the smooth operations of the Front Office department, which involves the complete supervision of the Front Desk Activities, GRO Activities and Airport Representatives. Through effective leadership skills, this role involves conducting regular training, associate supervision of direct and indirect rostering, preparation of daily and monthly reports, and communication with relevant departments.

The Front Office Manager will be required to conduct their duties in a courteous, safe and efficient manner, in accordance with the hotels' policies and procedures, ensuring that a high level of service is maintained.

Requirements:

5 years experience in Front Office and Guest Services, including at least 2 years as an Assistant Front Office Manager.

Demonstrated working experience in five-star resort brands.

Intermediate English level.

Proficient in MS Office and MEWS/PMS.

Motivation, training, evaluation and coaching.

High-level standard in customer service, problem-solving and self-organizing skills.

Experience working in a remote area is a plus!

Responsibilities:

Ensure maximum guest satisfaction and effective service flow of the department.

To maintain all hotel records and forms as prescribed by the management and policies.

To ensure that all departmental reports and correspondence are completed punctually and accurately.

To attend any meetings and briefings lay down by the Management and pass the information to the staff, ensure staff are aware and well briefed for any relevant information and changes.

To ensure that the guest history files/records are maintained and kept updated at all times.

To establish the statistic report correctly according to hotel policies.

Utilize current manpower control measures to meet and exceed budgeted manpower productivity

Work closely with Human Resources to ensure all training requirements are met and maintain a formal training program.

Ensure staffing levels are sufficient to meet current levels of business activity.

Verifies that accurate room status information is maintained and properly communicated

Resolve guest problems quickly, efficiently, and courteously.

Checks cashiers in and out and verifies banks and deposits at the end of each shift.

Enforces all cash-handling, check-cashing, and credit policies.

Prepare performance reports related to front office.

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