Front Office Manager

**Location:** Ibis Queen’s Quarter, 75 University Street, Belfast, BT7 1HL

**Department:** Reception

**Reports to:** General Manager

**Hours of Work:** 40 hours per week

**Rate of Pay:** Pay Negotiable

**Job** Overview

Overseeing the Front Desk Operation, you will have a strong presence in the Hotel, leading and motivating a team to deliver excellent customer service

Be actively involved in all areas of the Front Desk and Nights Team

You will ensure the training and development of your Team, empowering them to drive the business at every opportunity, especially during peak periods, to maximise revenues and ensure the best customer service is delivered consistently

Ensure Hotel standards are delivered at all times and drive the Hotel towards the overall business goals

You will take care of guests from their arrival through to their departure from the Hotel. You will contribute to guest satisfaction at all times by providing high quality services throughout the guests’ stay

You will act as Duty Manager in the absence of the General Manager, or as required by your rota

Promote the Hotel’s facilities, both Food & Beverage and Accommodation, and help meet the Department’s targets

**Duties** and Responsibilities

Financial Returns:

* Assist in ensuring the Department meets all targets set by Senior Management
* Assist in working to the Department’s Budget, and meeting Department’s Targets
* Increase revenue by own sales efforts / promotions
* Supervise the functioning of all Departmental employees, facilities, sales and costs, to ensure maximum Departmental profit is achieved
* Drive the implementation of all sales and promotional programmes of the Hotel. Take personal responsibility for driving Upselling within the Hotel
* Liaise with Accounts Department to ensure the up-to-date and accurate preparation of bills on a daily basis. Ensure all credit limits are maintained, and prepare end of month reports and any other statistical information as required

People:

* Running and Managing your team: work schedule, training new employees recruited together with the General Manager
* Develop team spirit and motivation by creating a good working atmosphere
* Manage and motivate the team in order to provide high quality services for guests
* Maintain a good working relationship with your colleagues, creating a team that works well together
* Ensure that all Standard Operating Procedures are being adhered to, by training all staff and monitoring their performance
* Ensure employees are up-to-date with current information and data of the Hotel product, including room types, rates, relative features and facilities, food and beverage outlets and promotion

Guest Experience:

* Present a professional, friendly and efficient impression of the Hotel at all times
* Ensure that all guests have a smooth running stay at the Hotel
* Ensure that all tasks relating to guest comfort, guest satisfaction, or the impression the guest receives of the Hotel, must be treated with utmost priority
* Be aware of guests’ needs at all times, to make available knowledge and resources to meet those requirements
* Handle guest complaints in an appropriate manner, as per Hotel policies and procedures

Responsible Business:

* Know the Ibis Brand and ensure the Brand’s loyalty programme is promoted to guests
* Ensure high standards of service and the fulfilment of the Brand’s quality promise
* Co-ordinate room allocation, handling any switches as necessary
* Communicate with the other departments whenever needed
* Ensures that guest documentation is available and up-to-date
* Implement Brand and Group projects and identify features
* Initiate new projects in communication with the General Manager, and oversee their implementation and results
* Attend any meeting and training sessions as required for the position
* Manage and report all emergencies and complaints using the procedures set by the Company
* Support General Manager in the application and implementation of all relevant legislation in any area of the Department
* Support the General Manager in the application and implementation of all the Company’s policies and procedures
* Maintain vigilance regarding possible fraud, theft and potential security risks
* Be fully conversant with all facilities and services in the Hotel
* Be fully conversant with the responsibilities and duties of staff and Management in the Hotel

Hygiene / Personal Safety / Environment

* Ensures the workplace remains clean and tidy (Reception / Restaurant / Bar / Kitchen)
* Applies the Hotel’s security regulations (in case of fire, night patrols, closure of the accesses, etc.)
* Respects the Hotel’s commitments to the Accor “Planet 21” (saving energy, recycling, sorting waste, etc.)

**Accountability**

This job involves working in Front Office and Duty Management Areas. Hours or work will include evenings and weekends

**Qualifications** and Requirements

**Essential:**

* Experience within a Front Office Manager Role
* 5 GCSEs at Grade C and above to include Maths and English or equivalent qualification
* Proven experience of leading and managing others
* Customer Service Experience
* Ability to meet deadlines, and work under pressure with the ability to motivate others within the Front Office Team
* Good Communication and Listening Skills

**Desirable:**

* Experience within the Hospitality Industry
* 3rd Level Qualification

**Accor Employee Benefits:**

30% Discount on Accommodation

Vouchers

**Andras Hotels Employee Benefits:**

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food

28 Days Holidays

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job