

## Front of House Manager

**Location:** Holiday Inn, 40 Hope Street, Belfast, BT12 5EE

**Department:** Front of House

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### About Us...

We are always looking for talented and enthusiastic team members at all levels to join our company. We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company. Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We're the city's largest hotel group and we are proud to be at the forefront of hospitality in Northern Ireland.

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### About the Role...

As Front of House Manager, your role mainly responsible in daily operations of the Hotel. For this you need to monitor Front of House Departments Heads (Reception and F&B) to make sure both departments are working as according to performance expectation and meeting Andras House & Brand requirements. You also will be assisting & closely working with Head Chef, Maintenance head and Housekeeping Manager to ensure smooth running of overall operations of the Hotel. You'll maximise financial returns by analysing daily cost control done by HODs against budgets & targets and maximising revenue by ensuring both FOH departments promoting Hotel offerings

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### About You...

You will be an approachable person, being vibrant, confident and professional in personality. You will have good communication skills, the ability to perform well as part of a team and be able to work on your own. You will have strong attention to detail and be able to carry out instructions. You will have the ability to perform manual handling tasks.

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### Why Work for Us...

#### Andras Hotels Employee Benefits:

- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Bodyscape based at Crowne Plaza
- Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group
- Work for globally renowned Hotel Brands
- Reward Club Incentive Scheme
- Discounted Hotel Rates
- Hotel Incentive scheme

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## Main Duties and Responsibilities...

### People

- Manage everyday activities, plan and assign work ensuring you always have the right staffing numbers
- Develop your team and improve their performance through coaching and feedback, and monitor performance and development goals for colleagues - recognise good performance
- Train Front House team members to work in both departments (Reception and F&B) and work with HODs to connect these departments to create sense of one team
- Highlight to HODs and initiate any HR related actions where needed including mandatory trainings and annual appraisal process
- Oversee the day-to-day operations and assignments of the hotel staff; assist the General Manager in the development and communication of departmental strategies and goals. Communicate and enforce policies and procedures
- Promote teamwork and quality service through daily communication and coordination with other shifts and departmental management commend or initiate any HR related actions where needed.

### Financial

- Help the General Manager in the implementation and monitoring of financial targets and operational plans for the hotel in your departments. Provide regular direction and manage hotel operations for your departments
- Monitor and report variances against budget and control labour costs and other expenses
- Make recommendations for capital improvements to enhance the assets of the hotel and/or company and brand loyalty
- Foster positive relationship with HODs and assist in providing ongoing information and status reports.

### Guest Experience

- Ensure implementation of Brand Service Behaviour “Making Guest Smile” in Front of House departments.
- Establish and implement appropriate service recovery guidelines in order to ensure complete guest satisfaction. Respond to guest complaints or concerns in a prompt and professional manner
- Review guest feedback and implement strategies for continuous improvement
- Communicate to appropriate departments all pertinent information requirements and special needs for arriving VIP’s, large groups and other key guests
- Lead in-house marketing efforts to up sell guests hotel’s services, offerings, and amenities.

### Responsible Business

- Ensure a safe and secure environment for guests, team members and hotel assets in compliance with the hotel’s policies and procedures and regulatory requirements.
  - Comply local laws regarding health, safety and alcohol services
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- Maintain a focus and commitment to operating a “green” hotel
- Ensure all team involvement in hotel preferred charity
- Perform other duties as assigned. May also serve as manager on duty
- Conduct Hotel’s monthly self-audit by using IHG App and complete action plan.

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### Behaviours...

- Teamwork – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable.

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### Accountability...

- Works in Front of House Departments, Food and Beverage and Front Office.
- Hours of work will include nights, weekends and bank holidays
- Will act as Duty Manager in the hotel as and when required.

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### Qualifications and Requirements...

#### Essential:

- 3 years guest service/hotel experience with at least two years in a Manager capacity, or an equivalent combination of education and experience
- Previous extended stay experience or experience in a hotel of similar size and complexity preferred
- Must speak fluent English.

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**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.**

To apply, please submit your CV by email to [michelle.trotter@andrashouse.co.uk](mailto:michelle.trotter@andrashouse.co.uk)

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