

# Assistant Front Office Manager – 40 Hrs

Hotel:

Holiday Inn  
40 Hope Street  
Belfast, BT12 5EE

Department:

Front Office

Reports to:

Front Office Manager

## About us

Andras Hotels is Northern Ireland's largest hotel group, and we are proud to have been at the forefront of hospitality for the past 30 years. We subscribe to the Hospitality Employers Charter, which means we are committed to provide training, development and support to all of our team members. We offer a range of staff benefits and opportunities to grow your career in our fast-growing company.

## What is the job?

The moment a guest steps into one of our hotels, they walk into a genuinely memorable experience. As Assistant Front Office Manager you'll deliver this through managing all aspects of the front office (for example guest registration, porter services, business centre, telephone services, concierge services, and guest reservations). You'll also create the warm atmosphere that makes our guests feel at home in any location. Typically supervises front desk agents, and night team, reservations, PBX, etc. May oversee team for whole Hotel while doing Manager on Duty Shifts

## What we offer

- Discounted hotel rates at 6000 hotels worldwide
- Health Care Cash Plan
- Increased annual leave with service
- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Discounted rate at BodyScape Health Club based at Crowne Plaza
- Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Hotel Incentive scheme.

## Your day to day

### People

- Assist FO Manager to manage day-to-day staffing needs, plan and assign work and establish performance and development goals for team members. Provide mentoring, coaching and regular feedback to improve team member performance
- Educate and train team members in compliance with local laws and health & safety regulations. Ensure staff is properly trained and has the tools and equipment to carry out job duties safely
- Ensure your team are properly trained on systems, security, service and quality standards
- Arrange key F&B duties training for reception team allows smooth running of shifts
- Recommend or initiate any HR related actions where needed.

### Financial

- Help prepare annual departmental operating budget and financial plans. Monitor budget and control labour costs and expenses with a focus on rate strategy, building initiatives and inventory management
- Monitor all financial function in Front Office Department and preparation of daily financial reports
- Develop plans to increase occupancy and ADR through walk-ins and upselling at the front desk
- Promote hotel F&B offerings from reception.

### Guest Experience

- Ensure your front office team delivers a great service, professional attention and personal recognition
- Ensure guests are greeted upon arrival and make time to engage with guests. Respond appropriately to guest complaints, solicit feedback and build relationships to drive continuous improvement in guest satisfaction
- Conduct routine inspections of the front office and public areas and take immediate actions to correct any deficiencies.

### Responsible Business

- Check billing instructions and guest credit for compliance with hotel credit policy and ensure all transactions are handled in a secure manner
- Train team members on PMS procedures and serve as a central communications point during emergency/crisis situations; develop and maintain relationships with local fire, police, and emergency personnel
- Perform other duties as assigned. May also serve as Manager on duty.

This job is the 2<sup>nd</sup> highest position in the Front Office department reporting into the Front Office Manager and General Manager of the hotel.

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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## What we need from you

### Essential:

- Experience within an Assistant Front Office Manager role
- 5 GCSE's at grade C or above including English or equivalent qualification
- Good communication and listening skills
- Proven experience of leading and managing others
- Customer Service experience.

### Desirable:

- Experience within the hospitality industry
- 3<sup>rd</sup> level qualification.

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## How do I deliver this?

**We genuinely care about people, and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all Holiday Inn hotels.**

The Holiday Inn hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- **True Responsiveness:** is about providing guests with what they need, and doing so in a timely and caring manner.

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

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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 [hrrassistant@andrashouse.co.uk](mailto:hrrassistant@andrashouse.co.uk)

