



TITANIC HOTEL
BELFAST

JOB DESCRIPTION

Job Title: Front Office Manager

Department: Front of House

Reports to: Deputy General Manager

Position Supervised: Nights Team, Front Office Team, Hall Porters

JOB OVERVIEW

To ensure that the highest standards of hospitality and welcome are demonstrated at all times. To complete all relevant procedures in relation to the respective department

DUTIES AND RESPONSIBILITIES

- To ensure that your team are developed to provide a hospitable service
- To develop your team to anticipate guest needs, act upon and follow up guest requests and deliver a level of service and responsiveness that generates compliments.
- To have a full understanding of all systems and programmes e.g. Hotsoft
- To display a pro-active and innovative approach to skills development and standards enhancement with your team.
- Ensure communication procedures are effective and efficient on a day to day basis, so that service standards are not compromised.
- Establish and maintain strict security procedures within your department, reporting any potential risks to the Deputy Manager
- Actively develop positive and effective communication between the Front Office team and the Housekeeping team.
- Ensure that you and all team members have a sound knowledge of the local area regarding history, places of interest and special events and where further information can be obtained.
- Accurately assess the needs of the business in terms of staffing etc. providing solutions to identified risks in line with trading levels.
- To be able to build a consensus and negotiate mutually beneficial solutions to problems.



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- To ensure each new member of the team receives a departmental induction within their first week and attends a company orientation within their first four weeks with the company.
- To carry out appraisals/job chats as per the company appraisals system.
- To be fully conversant with disciplinary procedures and all other relevant human resources practices e.g. sickness/absenteeism.
- Ensuring recruitment, training, development and staffing levels are as required, whilst demonstrating a management style that is both 'hands on' and strategic.
- Continuously analyse actual standards observed against department standards. Demonstrate a pro-active approach to delivering company and operational standards and actively challenge deviation.
- Continuously report pro-actively on risks and opportunities to the Deputy General Manager so that insight is created for team decision making.
- To be able to act with initiative, planning for the future and possible consequences. Being pro-active in getting things done and exceeding expectations of both guests and colleagues where possible.
- To develop interactive customer relations and to be aware of any possible future requirements. To relay such information and ideas to the Deputy General Manager for the enhancement of customer expectation.
- To attend and contribute to all daily/weekly team meetings.
- To build a consensus and negotiate mutually beneficial solutions to problems.
- To carry out Duty Management functions as required.

Financial Returns:

- To ensure that your team are aware of hotel availability and take every opportunity to maximise room sales.
- Display a pro-active and consistent approach to stock control, cost control and cash control.
- Actively develop your team's awareness of revenue capture and resolving posting errors and guest queries relating to charges – in order to protect revenues.
- Be actively involved in executing revenue strategies and sales initiatives, by being an integral member of the hotel revenue team.
- To support with initiative and commitment the overall objectives of the business in terms of both, revenues, costs and team work – whilst developing your personal competency levels.

People:

- Comply with hotel rules and regulations and provisions contained in the employment handbook.
- Comply with company grooming and uniform standards.
- Comply with timekeeping and attendance policies.



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- Actively participate in training and development programmes and maximise opportunities for self-development.

Guest Experience:

- Demonstrate service attributes in accordance with industry expectations and company standards to include: -
 - Being attentive to guests
 - Accurately and promptly fulfilling guest requests
 - Understand and anticipate guest needs
 - Maintain a high level of knowledge which will enhance the guest experience
 - Demonstrate a service attitude that exceeds expectations
 - Take appropriate action to resolve guest complaints.
- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers.

Responsible Business:

- Demonstrate a comprehensive understanding and awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety.
- Familiarise yourself with emergency and evacuation procedures.
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your line manager.

PERSONAL SPECIFICATIONS

Background / Experience

Essential: <ul style="list-style-type: none">▪ Basic numeracy and literacy skills▪ Front Office experience▪ Experience of cash handling▪ Customer Service experience▪ 3 Year's Previous experience of a management/supervisory role	Desirable: <ul style="list-style-type: none">▪ Relevant NVQ qualification or equivalent▪ Previous supervisory experience.▪ UK citizen or valid work permit
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Works Collaboratively

Essential: <ul style="list-style-type: none">▪ Carry out instructions▪ Desire and ability to learn▪ Able to ask for help▪ Assist others within and outside of immediate department▪ Ability to communicate	Desirable: <ul style="list-style-type: none">▪ Ability to share knowledge with team members.
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Drives Results

Essential: <ul style="list-style-type: none">▪ Ability to organise self▪ Able to multi-task▪ Flexible & adaptable▪ Courtesy▪ Attention to detail▪ Ability to plan and prioritise▪ Ability to build rapport	Desirable: <ul style="list-style-type: none">▪ Able to work under pressure
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Passionate

Essential: <ul style="list-style-type: none">▪ Enthusiastic▪ Positive attitude▪ Drive for results▪ Ability to work without supervision	Desirable: <ul style="list-style-type: none">▪ Decisive & innovative▪ Willingness to take on additional responsibility
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Thinks Ahead

Essential: <ul style="list-style-type: none">▪ Customer focused / Can-do▪ Anticipate customer needs▪ Open to new ideas▪ Cultural awareness▪ Willingness to learn about the Hotel/ Company standards / products and services▪ Understanding the internal and external customer needs▪ Literate in computer technology	Desirable: <ul style="list-style-type: none">▪ Understanding of Hotel Industry standards, policies and procedures▪ Knowledge of front office systems
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