

**EDGBASTON PARK HOTEL  
AND CONFERENCE CENTRE**

**J O B   D E S C R I P T I O N**

<b>JOB TITLE</b>	Front Office Manager
<b>DEPARTMENT</b>	Front Office
<b>RESPONSIBLE FOR WHICH OTHER POSTS</b>	Reception and Night Team
<b>RESPONSIBLE TO</b>	Rooms Division Manager

**Job Summary**

Oversee the Front Office operations to ensure that team members are prepared and well-informed to deliver our guests an exceptional experience from check-in through to check-out.

Provide operational support in developing, planning and implementing new and existing working practices, standards, procedures and systems and ensure that all are adhered to, to enable the team to provide a positive customer focused experience.

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**Main Duties**

- Oversee the entire Front Office operation to the standards expected by guests.
- Evaluate levels of guest satisfaction and monitor trends, with a focus on continuous improvement.
- Support the Rooms Division Manager with the creation, review and implementation of a people plan for the Front Office team focused on team engagement.
- Support the Rooms Division Manager with the creation, implementation and review of new SOPs and new working practices to improve business performance.
- Investigate and resolve any complaints relating to the Front Office team.
- Ensure that action plans are implemented in order to address customer feedback in a timely manner.
- Allocate rooms in liaison with the senior housekeeping team, specifically the usage of DDA accessible rooms by guests with need.
- Manage and control guest accounts in line with the financial policy of the Hotel.
- Manage and control staffing in line with budgets ensuring appropriate staffing levels for the service expectation through effective rostering.
- Update, maintain and develop all relevant Front Office documentation.
- Liaise with the reservations department on a daily basis to ascertain and special requirements for guests and organisers, including over-bookings, taking appropriate action when necessary in line with the hotel's over-booking procedures.
- Ensure regular and VIP Guests are recognised and that the Front Office department operates with a sales attitude and promotes return bookings.
- Maximise room occupancy at best rates and use up-selling techniques to promote Hotel services and facilities.
- Set Front Office team targets and objectives, work schedules, budgets, policies, and procedures and ensure these are aligned to the Hotel's 5-year plan.
- Monitor and maintain the expected levels of appearance, standards, and performance of the Front Office Team Members with an emphasis on training and teamwork.
- Ensure team members have current knowledge of Hotel products, services, pricing and policies, as well as knowledge of the local area, and are continuously trained to learn and understand policies

and practices.

- Maintain good communication and working relationships with all Hotel teams.
- Conduct monthly communication meetings.
- Work with senior management in the review, adaptation, or implementation of policies, practices, projects or otherwise, to improve any given area of the hotel operation.
- Ensure that regular 121's are carried out with all team members
- Ensure that any staff conduct and/or performance issues are managed in line with the expectation of the business and agreed policies, escalating serious issues to the Rooms Division Manager as appropriate.
- Participate in the recruitment and interviewing of staff for the Front Office team, including directly recruiting casual staff where required.
- Ensure that in-depth induction and training plans are implemented for all new members of staff, reviewing progress regularly throughout the probationary period.
- Proactively and reactively, identify training requirements within the Front Office team and, working with the Rooms Division Manager, assist with the sourcing of appropriate training.
- Act in accordance with policies and procedures when working with front of house equipment and property management systems.
- Working alongside the Housekeeping team, ensure that the implemented system is adhered to for the handling and control of all lost property.
- Work on special projects periodically, in line with objectives, in order to continuously develop the hotel.
- Complete Duty Management shifts as required, and in accordance with the expectations of the role detailed in the Duty Manager job description.
- Ensure that, at all times, yourself and your team are fully compliant with the Hotel's Fire and Health & Safety policies, procedures and regulations.
- Support with other departments, as necessary and carry out any other duties commensurate as may be reasonably requested by the CEO, Head of Operations or Rooms Division Manager.

### **General Requirements**

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

## **PERSON SPECIFICATION**

### **Experience**

- Proven experience in successfully leading and managing a Reception/Front Office team within a hotel environment.
- Experience with hotel Property Management (PMS) systems.
- Experience of delivering budgeted revenues and costs would be desirable.

### **Knowledge, Skills and Aptitudes**

- Strong organisation and administrative management skills.
- Committed to delivering exceptional levels of guest service.
- Flexibility to respond to a range of different work situations.
- Exceptional written and verbal communication skills with the ability to win confidence and cooperation at all levels and deal professionally and effectively with guest concerns.
- Strong leadership, management and coaching skills.
- Ability to understand and interpret policies and procedures.
- Influencing and negotiating skills.
- Good working knowledge of MS Office package.
- Ability to work on own initiative and under pressure.
- Ability to operate pragmatically.
- Ability to work in a team.
- Ability to prioritise workloads, meet deadlines and work to strict time constraints.
- Good working knowledge of workplace Health, Safety and Hygiene regulations.

### **Qualifications**

- GCSE Grade C (or equivalent) in maths and English.
- Qualified First Aider or willingness to train.
- A hospitality qualification would be desirable.