Front Office Shift Leader

Reporting to: Front of House Manager/ Reservations Manager

Responsibilities:

Shared responsibilities of the day to day running of a busy Front Desk in Clontarf Castle Hotel. To welcome all guests to the hotel, and answer any queries before, during and after the guest's stayed to maximise sales throughout the hotel. Under the general guidelines of the Departmental Manager, ensure the day-to-day operations are carried out in line with department and Hotel standards. To provide 100% quality service to guests at all times. To carry out duties in accordance with statutory, health and safety requirements.

Departmental key tasks:

To carry out duties to the standards as laid down in the standard of performance manuals.

To ensure all guests queries are handled promptly and efficiently.

To ensure all guest requests are met regarding room allocation i.e. VIP's, traces etc

To ensure that we collect daily quota of tech cards from guests.

To make follow up calls to guests after check-in to ensure guest satisfaction

To comply with the hotel policy in relation to cash handling and the billing/credit policy of the hotel.

To constantly liaise with the housekeeping department to ensure all guest requests are attended to

To participate in the up-sell program to move guests into, suites and higher rated rooms.

Answer telephones, transfer calls, take messages in line with the standard as set out.

Act as a back up to the porter's team by assisting customers with any requests or information that they require.

To ensure that your work area is always maintained in a clean and organised manner.

To ensure that a proper handover is given from the shift to shift.

Manage the AM/PM shifts in the front office making sure that all employees perform the tasks assigned to them and coordinate the front office activities with other departments.

To attend the daily briefing as required,

To act as a manager on duty for the hotel, dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise.

Implement and manage all standards relating to areas supervised.

To monitor activities of all employees in the front office making sure they adhere to the guidelines set in the Gameplan Manuals, employee handbook and hotel policies and procedures.

To assist in training and documenting all employees.

To book out guests if required ensuring that the situation is handled in line with the agreed procedure and all follow up is undertaken.

To ensure that we maximize occupancy and rate through the managing of the shift on a day-to-day basis.

To promote a professional service orientated environment at all times.

To ensure that all registration cards and backup are stored in a neat, organised and structured manner to allow for quick access at a future date.

To assist the Front Office Manager and Deputy in implementing and enforcing financial controls throughout the front office.

To control all PM accounts that are open. It is the shift leaders responsibility to ensure that all bills are invoiced out in a timely manner with all backup attached.

Previous hotel reception experience is absolutely essential.

WE CAN OFFER YOU:

Competitive Salary
Uniform
Free Meals on Duty
Free Car Parking
Discounted Room Rates in Various Hotels
Discounted Gym Membership
Discounts in several local and national retail outlets
Discounted Healthcare
Career Opportunities in a stimulating and multi-cultural environment within a large company