



Position Announcement
Front Office Manager, HI Santa Monica

Reports to: Assistant Manager or General Manager

Summary:

Directly supervises all front office personnel and ensures proper completion of all front office duties. Directs and coordinates the activities of the front desk, reservations, and guest services.

Duties and Responsibilities:

- Train, cross –trains, and retrain all front office personnel.
- Participates in the selection of front office personnel.
- Schedules the front office staff.
- Supervises workload during shifts.
- Evaluates the job performance of each front office employee.
- Maintains working relationships and communicates with all departments.
- Verifies that accurate room status information is maintained and properly communicated.
- Resolves guest problems quickly, efficiently, and courteously.
- Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.
- Works within the allocated budget for the front office.
- Receives information from the previous shift and passes on pertinent details to the oncoming shift.
- Conducts regularly scheduled meetings of front office personnel.
- Requires all front office employees to wear proper uniforms at all times.
- Upholds the hostel's commitment to hospitality.
- Prepare performance reports related to front office.
- Maximize room revenue and occupancy by reviewing status daily. Analyze rate variance and maintain close observation of daily house count. Monitor selling status of house daily. For example flash report.
- Monitor high balance guest and take appropriate action.
- Ensure implementation of all hostel policies and house rules.
- Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis, and simple configuration changes.
- Prepare revenue and occupancy forecasting.
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests, managers and other employees.
- Monitor all special guests and requests.
- Maintain required pars of all front office supplies.
- Review daily front office work and activity reports generated by Night Audit.
- Review Front office log book and Guest feedback and respond to reviews via ReviewPro on a daily basis.
- Perform other duties as requested by management.

Prerequisites:**Education:**

Minimum two-year college degree. Must be able to read, speak, write, and understand the primary language used in the workplace.

Experience:

- Minimum of one year of hotel or hostel front desk supervisory experience, experience handling cash, accounting procedures, and general administrative tasks.
- Experience on RoomMaster, Guest Centrix, Salesforce, ReviewPro, Concur a plus.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands and arms. The employee is frequently to stand, walk, talk, and hear. The employee is occasionally required to climb or balance.

The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close and peripheral vision, color vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate.

Application:

To apply, please send your resume, detailed cover letter, and salary requirements to employment.santamonica@hiosa.org referencing "Santa Monica Guest Services Manager" in the subject line.

HI USA is an Equal Opportunity Employer.