



Job Description

Job title: Front of House Manager
Department: Reception
Incumbent:
Position reports to: General Manager
No of Subordinates (if supervisor):

Job Grading: HOD
Division: Hotel services

1 Purpose of Position

Under the direction of the General Manager to oversee and direct all aspects of Reception, Nights and Concierge operations and to co-operate, coordinate and communicate with other department heads as required.

2 Tools/Equipment Used

PC

3 Daily Duties

- To be responsible for the efficient and smooth running of the Front of House department with a particular emphasis of managing the lobby and it's day to day activities.
- Ensure at all times that Concierge maintain the lobby and front entrance in an immaculate condition.
- To ensure the comfort of all the Hotel guests, enlisting the co-operation of the other departments and passing over relevant information to these departments.
- To discipline Front of House staff where necessary, thus improving the performance/conduct of those staff. This must be carried out in strict accordance with the Hotel's Disciplinary Policy.
- To ensure that the grooming standards are followed at all times.
- To encourage "upselling" with concierge and reception team, i.e.welcome drink, suites, restaurant etc.
- To ensure that the reception team is fully prepared for morning meetings.
- To ensure the accurate preparation of the department's time sheets.
- To ensure that all administration on a hotel basis is kept up to date at all times and follows hotel policy in their presentation.
- To maintain a close working relationship with all other departments especially housekeeping, food and beverage, golf and sales.
- To be fully conversant with reception, reservations, concierge, and night management duties.
- To develop and promote a professional attentive attitude towards guests from all staff, ensuring that dealings are always happy, polite and patient.
- To promote The Oxfordshire and its facilities at all times.

- To check the following days' arrivals list meets the standard laid down in the performance manual, paying particular attention to the special needs of guests.
- To operate and supervise the computer equipment in accordance with the IT policy. Be responsible for the Hotel lifts and the intruder panel (when duty

manager), along with the fire panel and fire evacuation procedures, as laid down in the manual. Keep a record of all failings and events.

- To be responsible for the Reception float and the supply of Hotel change.
- To carry out night auditing duties, as laid down in the Night Shift checklist:
- End of Day
- Banking
- Statistics
- Bill Tray Check
- To maximise sales opportunities for the department and for the hotel.
- To manage the room yield in liaison with Hotel Manager, Director of Sales and Revenue Manager.
- In conjunction with the Revenue Manager to achieve budget targets for sales mix, average room rate and occupancy levels.
- In conjunction with the revenue manager, through the GDS and other Electronic Channels manage the availability and rate structure, ensuring that the systems are opened and closed out during low and high occupancy periods. Ensuring that the hotel is never left exposed. At all times.
- To ensure that all VIP guests are notified to the Hotel Manager / Duty Manager.
- To ensure the team uses Fidelio correctly and that all fields are input ensuring that the correct statistics are available.
- To greet all VIPs on arrival and act as liaison during their stay.
- Prior to check out, ensure that guest bills are checked and any queries are answered to avoid any disruption prior to departure. Ensuring that all billing instructions and routing notes are actioned accordingly.
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- To undertake duty management shifts as directed by the General Manager.

4 Periodic Duties

- To ensure that all health and safety, hygiene and fire regulations/legislation are implemented within your department and that your team are trained in the required Risk Assessments and COSHH Assessments.

5 Occasional Duties

- To train, develop and motivate the Reception team, concierge team and Night Managers in order that they may reach their full potential. To carry out on-the-job training sessions and aid the function of all new members of staff.
- To deal with guests' complaints as best you see fit, passing them on to immediate superiors if considered appropriate. Ensuring at all times that the guest is dealt with in a caring, sympathetic and understanding way, whilst being diplomatic and not admitting liability.

Health and Safety

1. To be aware of, and comply with, safe working practises as laid down under the Health and Safety at Work Act 1974 and Company H & S Manual, as applicable to your place of work. This will include your awareness of any specific hazards at your work place
2. To be aware of, and comply with Food Acts when in the kitchen area.

3. To wear any appropriate protective clothing provided by or recommended by the Hotel.
4. To report any defects in the building, plant or equipment according to the Hotel procedures.
5. To ensure any accidents to colleagues, guests or visitors are reported in accordance with Hotel procedures.
6. To attend 6 monthly statutory fire training and to be fully conversant with and abide by all rules concerning, fire, health & safety.
7. To attend any training deemed appropriate by the General Manager.

This job description is intended to illustrate the main duties and areas of responsibility of the job of Front of House Manager It is not intended to be exhaustive and you are advised that the duties and responsibilities may change from time to time.

I have read and understand this job description for The Oxfordshire.

Signed.....Date.....

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