



Job Description

Job Title: Front of House Manager
Department: Hotel Reception including Nights & Night Porter
Responsible To: General Manager / Operations Manager / Revenue Manager
Responsible For: All reception staff

Job Summary:

In line with The Oxfordshire Policies and Procedures, manage the Reception and Night team to perform all duties connected with arriving, in-house and departing guests, reservations procedures and answering switchboard to ensure that all our guests receive high quality, personalised service. Maintain an effective working relationship with the Events/Reservations team. Ensure the team is motivated, leading by example to deliver excellent customer service.

Main Responsibilities:

- To be responsible for the efficient and smooth running of the Front of House department with a particular emphasis of managing the lobby and the day to day activities.
- Ensure at all times that the lobby and front entrance in an presentable 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 ensure that the grooming standards are followed at all times.
- To encourage upselling with concierge and reception team, i.e. room upgrades, restaurant bookings etc.
- To ensure that the reception team is fully prepared for morning meetings.
- To ensure the accurate preparation of the department's rota and that the Time and Attendance system is proactively managed.
- 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 such as housekeeping, food and beverage, golf and sales.
- To be fully conversant with reception, reservations, 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, Reporting, Invoicing Tray Check
- To maximise sales opportunities for the department and for the hotel.
- To be aware of the room yield liaise with the General Manager and Revenue Manager to maximise opportunities.
- 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. This includes the online gifting services, Guestfolio, Resdiary and any other 3rd party distribution channels where inventory is managed.
- To ensure that all VIP guests are notified to the Hotel Manager / Duty Manager.
- To ensure the team uses Opera correctly and that all fields are input ensuring that the correct statistics are available.
- Manage and implement departments SOPs and team training.
- Ensure the team works in conjunction with the Events/Reservations team in managing enquiries, reservations and relevant changes/reporting.
- 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.
- To undertake duty management shifts as directed by the General Manager/Operations Manager.
- 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.
- 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 appropriate, 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



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

This list of duties is not exhaustive, nor is it intended to be, and duties are not listed in any order of priority.

I have read and agree to the responsibilities and duties set out in the above Job Description for the position of **Front of House Manager** and I agree to keep this job description updated at all times in accordance with the duties which are incumbent upon me.

Name

(PLEASE PRINT):

Signature:

Date:
