



The Sutton Place Hotel

JOB DESCRIPTION

FRONT OFFICE MANAGER

JOB REQUIREMENTS:

The Front Office Manager is a high-level guest contact position; acts as liaison for all inter-department communications, requiring excellent communication and leadership skills. Must have a “can do” attitude, strong teamwork, and attention to detail. Must have the ability to work flexible schedule to include weekends and holidays. Must have a minimum of 3 years front office experience in a management or supervisory role in a luxury hotel. Must have the ability to display a high degree of professionalism and integrity as befitting a member of management. Command of the English language, oral and written is of an utmost importance. Bachelor’s Degree in business or hospitality related field (preferred). Experience with Opera PMS would be ideal.

JOB DESCRIPTION:

The Front Office Manager is responsible for all operations of the front desk and guest services, which includes Night Manager, front desk agents, concierge, switchboard operators, bell staff and door staff.

Supervision of the daily operations of the Front Office staff to maximize revenues and profits while attaining optimal guest satisfaction;

Hire, train, develop, motivate, and empower Front Office staff to ensure the highest quality guest relations;

Respond to guests’ inquiries, special requests, concerns and complaints/compliments;

Review room availability status, room block, special requests, arrivals noting different levels of VIP guests and prepare VIP amenities as requested on a daily basis;

Monitor and control daily revenues and expenses; ensure proper procedures are followed to minimize losses and maximize hotel profits;

Provide open communication, coaching and counseling, and discipline as appropriate on related issues;

Conduct monthly mandatory meetings to discuss ideas and provide a forum to allow team members to express concerns;

Participate in weekly yield meeting.

We offer competitive compensation and benefit plans:

- Medical/Dental/Vision coverage
- Short and long-term disability
- Life/AD& D insurance coverage
- Retirement (401k) plan after six months
- Vacation/sick/personal/holiday pay
- Discounted employee parking
- Complimentary room accommodation
- Complimentary meal

Send your resume and cover letter to ctolosa@suttonplace.com or apply on line