

Front of House Team Member

Role Purpose: At this level, the role holder is responsible in managing the front of house and taking reservations, during scheduled shift, in relations to quality, customer care and profitability against Company Standards and Procedures. The role holder is expected to provide professional and efficient standards of service to all guests and visitors to the hotel, consistent with the quality criteria prescribed by the Managing Director. The role is also important in being the focal point for all departments within the hotel. They are also expected to achieve sales targets through negotiation with callers.

Responsible to: Assistant Manager, Hotel Manager
Lateral Relationship: All Front of House employees

Key Accountabilities	Key Performance Indicators
<p>Operations</p> <ul style="list-style-type: none"> • Execute operation of the front of house during scheduled shifts, which includes answering telephone and enquiries, check-in, check-out, balancing receipts, guest interaction, uphold service quality and presentation of the reception area against prescribed standards. • Taking reservation calls in the manner prescribed by the mystery call criteria. • Accurately record reservation enquiries and bookings into the system according to set procedures. • Monitor petty cash activity and ensure all outstanding enquiries are documented and handover to the next person on shift. • Monitor the security of the hotel guests and their belongings in the front of house according to company procedure. • To observe the fire procedure in the case of the fire alarm sounding in the hotel, including calling the fire brigade and performing a role-call. • To attend fortnightly meetings and monthly presentations. • Attending in-house training courses. • Complying with all procedures regarding Health and Safety, Fire and The Disability Discrimination Act.. <p>Revenue Management</p> <ul style="list-style-type: none"> • Implement various methods and approaches to maintain and increase hotel revenue through high occupancy and ARR to achieve set targets. • Complete sales ledger records to facilitate the collection of debts. <p>Customer Relations</p> <ul style="list-style-type: none"> • Uphold all elements of customer care, courtesy and customer satisfaction are evident in every service situation and respond proactively to any complaints to achieve a win/win outcome. • To be available at reception desk throughout shift. • Promote the Company Loyalty Programme to all guests according to company procedure. • To show guests round the hotel when needed. • To move luggage and equipment when needed. <p>Staff Rules</p> <ul style="list-style-type: none"> • Comply with house rules relating to uniform, grooming, personal hygiene and general conduct. <p>Administration</p> <ul style="list-style-type: none"> • Act as a good team player, supporting colleagues and informing them of developments as appropriate • Complete any relevant paperwork including printing of reports, as required for operations. 	<ul style="list-style-type: none"> • Guest satisfaction questionnaire • Float levels • Completion of handover summary/dailies • 'No-shows' not charged targeted at zero • Accurate charges to bills • Monthly mystery call score • Turnaways report • Tidy and complete profiles on other with as few duplicates as possible. • 100% completion of shift log • Training scores. • Completion of meeting action log. • Individual sales targets met • Accurate completion of ledger records • Guest satisfaction questionnaire • # of Loyalty cards • Accurate completion of Loyalty form • Feedback from Assistant Manager and colleagues • Feedback from colleagues • Colleagues are well informed of developments. • Accurate and timely completion of all relevant tasks/reports for operations. • Reception shift KPI

Knowledge/Skills

- Excellent written and communication skills in English
- Customer service skills
- Negotiation skills
- Organisational skills
- Teamwork skills.
- Computer skills
- Local product knowledge is not necessary but an advantage

Competencies

Achievement Drive

Analytical Thinking

Concern for Order & Quality

Customer Focus

Initiative

Self-Confidence

Teamwork & Co-operation