



Front Desk Manager

Job Description

Summary

The Front Desk Manager (FDM) will be responsible for ensuring that all functions of the Front Desk are completed accurately and efficiently, including management of Front Desk staff. This position will report to the Assistant Hotel Manager (AHM). In the absence of the Hotel Manager and AHM, the FDM will assist in the supervision of all related operations of the hotel.

Duties

1. Oversee all activities and operations of the Front Desk; ensure excellent guest satisfaction, accurate financial collection and reporting, efficient organization of duties and staff, and implementation of all hotel rules and policies.
2. Monitor the tasks of Front Desk personnel (usually 3-4 people), set goals/develop plans to improve their service; create staffing schedules and delegate extra assignments to each staffer to maximize efficiency.
4. Assist the AHM in ensuring the security of guests and the property.
5. Assist AHM with delegation of front desk tasks.
5. Ensure clean and welcoming hotel rooms and environment for guests.

Skills & Knowledge Required

1. Must be gracious, organized, patient, motivated, confident, flexible and hardworking multi-tasker.
2. Experience with RoomMaster or property management system.
3. Excellent computer skills including proficiency in QuickBooks, Microsoft Office, ConstantContact.

4. Ability to communicate well in writing and orally, to lead a small team, to analyze and problem- solve, to provide excellent customer service.
5. Able to work well under pressure, even with minimal supervision.
6. Ability to assist Front Desk staff in how to handle guest complaints or delicate situations in a professional and diplomatic manner.

Working Conditions

1. Full time position, 5 days a week, 35 – 40 hours. Requires ability to work different time shifts.
2. Available to work weekdays, weekends and holidays.
3. At times, must be available after hours by phone/text to assist Front Desk staff with questions or problems.
3. Must wear professional attire at all times.

Supplemental Skills

In a small property such as the Tallman, management seeks candidates with skills and/or interests beyond their job description such as accounting/bookkeeping. Please highlight any complimentary skills or interests when responding to this job posting.

Education & Experience Required

Two years experience in hospitality related industry and/or degree or coursework in Hospitality Management.

Compensation & Benefits: Hourly depending on experience; annual discretionary bonus based on profitability; optional participation in subsidized health plan.

Send resume to attention of Tallman Hotel, General Manager, 9550 Main St, Upper Lake, CA 95485 or manager@tallmanhotel.com.