

TOURISTS

JOB TITLE Front Office/Guest Experience Manager

This is a Full-Time, Salaried position. Weekends are a requirement. Benefits include Paid Time Off, Sick Leave, Medical, Dental.

REPORTING RELATIONSHIP

Reports Directly to: Assistant General Manager (AGM)

Supervises: Front Desk Agents

JOB DESCRIPTION SUMMARY

This position is an integral member of the leadership team working on day-to-day operations, accountable for ensuring indulgent service is given to all guests by providing the highest level of standards and product and exceeding guest expectations. The Front Office/Guest Experience Manager (FOM/GEM) is a very visible position tasked to lead, develop, motivate and empower employees to deliver operational best practices, identify opportunities for growth, and improve efficiencies and quality of service, all the while upholding complete guest discretion and safety. This includes but is not limited to, managing front desk operations, guest relations, and proactively collaborating with all department heads to ensure all guest needs are met and potential areas of concern mitigated.

ESSENTIAL FUNCTIONS & ACCOUNTABILITIES

Front Desk Operations

- Work with AGM to develop and update shift checklists and Standard Operating Procedures (SOPs)
 - Deliver optimal guest experience
 - Check hotel guests in and out in a confident, professional, and personalized manner
 - Ensure all individual and group/block reservations are handled efficiently and accurately
 - Ensure all calls and emails are answered in a courteous, professional and efficient manner
- Assist in the development and implementation of special projects
- Ensure immediate response is given to any and all guest comments and concerns
- Manage office supply inventory and ordering
- Maintain a high level of cleanliness and safety in the work area & ensure all equipment is in good working order
- Act as the person of contact for all guest complaints and concerns in the absence of GM and AGM; exercise proactive service recovery in line with company standards
- Work closely with Maintenance, Housekeeping, and Food & Beverage departments

Guest Experience

- Contribute to a pervasive culture of elevated hospitality,

ensuring guests have a unique and memorable experience and excellent service in every aspect of their stay

- Ensure appropriate and effective focus on business objectives on a day-to-day basis, while contributing to the strategic development and leadership of the hotel
- Be visible throughout the hotel on a daily basis, meeting with guests and vendors
- Monitor and action all guest feedback, responding to guests' needs and proactively anticipating unstated ones
- Provide concierge-level services to guests

Financial Oversight

- Open, secure and balance out shift banks to include the verification of all cash, credit card and room charge transactions during all shifts
- Maintain accuracy with all accounting and billing procedures
- Accountable for monitoring and tracking hotel availability and reservations, current rates, and/or special events (which may have an impact on occupancy and availability) across all systems and platforms
- Establish cost improvement objectives and implement action plans
- Assist departments with guest complaints regarding billing issues
- Assist accounting with invoice approval and proper departmental allocation
- Track and monitor Front Desk team commissions and create monthly reports

Staff Oversight

- Ensure all staff are properly trained and compliant with Front Desk SOPs and Company Policies
- Maintain HR and Staffing objectives by recruiting, hiring, orienting, training, assigning, scheduling, coaching, counseling, developing, and disciplining staff
- Maintain all staff files in accordance with state and federal regulations
- Manage employee review dates in a timely manner and provide clear and consistent communications regarding performance standards and results
- Oversee Front Office schedules and post master schedules
- Ensure open lines of communication with staff, all departments and upper management at all times via email, shift logs, meetings, etc., to ensure all needs of the hotel are met
- Work closely with the lodge team, including the food and beverage team, to ensure operational efficiency and optimal guest experience

EDUCATION & EXPERIENCE

- Associates or Bachelor's Degree, focus on hospitality management preferred
- Two (2) years related experience in hospitality or service industry
- Experience with Property Management System is a plus

COMPETENCIES

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals
- Ability to write routine reports and correspondence
- Ability to speak effectively before groups of co-workers and staff
- Proficiency in Google Business Suite, especially Google Sheets
- Extensive Guest Service experience, particularly in hospitality industry
- Attention to detail
- Ability to understand computer programs (i.e. Property Management System)

COVID-19 PRECAUTIONS: Tourists complies with all MA Reopening Guidelines for the Hospitality Industry and CDC Guidelines for the health and safety of our guests and staff. Masks are required for all guests, staff and other visitors to the property. A set schedule of sanitization is posted and adhered to in addition to our routine cleaning schedules.

TOURISTS is an EEOC and ADA compliant employer.