

Front Office Manager (Eskala Hotel - Ngwe Saung)

Eskala Hotel and Resort, Ngwe Saung, is the premier beachfront destination in Myanmar. As part of the Shwe Taung Real Estate Business Sector, we offer stylish rooms and villas with charming ocean views. We are looking for a talented Front Office Manager to join our successful hotel.

Overall purpose of the Job :

Directly supervises all front office personnel and ensures proper completion of all front office duties. Directs and coordinates the activities of the front desk, reservations, guest services and telephone areas. Prepares monthly reports and budgets for the Front Office department.

Main Activities / Tasks

1. Trains, cross – trains, and re-trains all front office personnel.
2. Participates in the selection of front office personnel.
3. Schedules the work of the front office staff.
4. Supervises workload during shifts.
5. Evaluates job performance of each front office employee.
6. Maintains working relationships and communicates with all departments.
7. Maintains master key control.
8. Verifies that accurate room status information is maintained.
9. Resolves guest problems quickly, efficiently and courteously.
10. Updates group information. Maintains, monitors and prepares group requirements. Relays information to appropriate personnel.
11. Reviews and completes credit limit report.
12. Works within the allocated budget for the front office.
13. Checks cashiers in and out and verifies banks and deposits at the end of the each shift
14. Receives information from the previous shift and passes on pertinent details to the oncoming shift.
15. Enforces all cash-handling, check- cashing, and credit policies.
16. Conducts regularly scheduled meetings of front office personnel.
17. Ensures appropriate grooming and uniform standards for all Front Office staff.
18. Upholds the hotel’s commitment to hospitality.
19. Prepares performance reports related to front office.
20. Maximizes room revenue and occupancy by reviewing status daily. Analyses rate variance, monitors credit report and maintains close observation of daily house count. Monitors selling status of house daily. Flash report, allowance etc.
21. Monitors high balance guest and takes appropriate action.
22. Ensures implementation of all hotel policies and house rules.
23. Operates all aspects of Front Office computer system; including software maintenance, report generation and analysis and simple configuration changes.
24. Prepares revenue and occupancy forecasting.
25. Ensures logging and delivery of all messages, packages, and mail in a timely and professional manner.
26. Ensures that employees are, at all times, attentive, friendly, helpful and courteous to all guests and other employees.
27. Monitors all VIPs special guests and requests.
28. Maintains required front office and stationary supplies.
29. Reviews daily front office work and activity reports generated by Night Audit.
30. Reviews Front Office log book and guest feedback forms on a daily basis.
31. Maintains and organises a comprehensive filing system with documentation of purchase, vouchering, schedules, forecasts, reports and tracking logs.
32. Performs other duties as requested by management.