**Why join our team?**

*Add a brief overview of why applicants should choose to join your team, such as the culture, benefits, perks, incentives (e.g., special bonuses, the “Innsiders program,” etc.), company discounts, flexible schedules, access to training and education, opportunities for career growth and advancement, etc. at your hotel.*

**Our job opportunity:**

* Position: Front Office Manager
* Hotel name: *enter hotel name here*
* Address: *enter hotel address here*
* Hours: *enter hours*

**What you get to do in this role:**

*Modify the below standard language as needed and add unique, customized language to market your role in ways that will get applicants’ attention.*

Manages all duties of the front desk operation, including reservations and guest services. Responsible for staff training, inter-department communications, and staff scheduling. Maximizes revenue through cost control and proper front desk techniques.

* Hires, trains, and disciplines staff. Determines work procedures and prepares work schedules to ensure the smooth operation of the front desk.
* Empowers front desk staff to successfully handle guest needs, special requests, and complaints. Ensures all guest service issues are resolved prior to guests leaving the property.
* Trains front desk staff on proper revenue management procedures, including successful selling techniques, current specials and/or promotions, and rate structures.
* Strives to be innovative in new programs designed to eliminate waste and increase productivity.
* Performs administrative and financial duties such as daily reports, credit card reversals, bank deposits, accounts receivables, rooming lists, and office supply inventory.
* Manages departmental expenses within budgeted guidelines.
* Performs other duties as assigned.

**What candidate traits are needed to be successful in this role?**

*Modify the below standard language as needed and add unique, customized language to market your role in ways that will get applicants’ attention.*

* High school diploma or equivalent
* Minimum of two years’ experience at front desk with complete understanding of front office operations. Previous experience in hospitality management preferred.
* Superior customer service and public relations skills.
* Excellent organization and time management skills.
* Ability to communicate clearly and effectively with customers, co-workers, and managers.
* Knowledge of Microsoft Office, Internet, and property management systems.
* Ability to work a flexible schedule, including weekends and holidays.

**Equal Employment Opportunity**

Our hotel maintains a policy of equal employment opportunity for all employees and qualified applicants for employment without regard race, color, religion, religious creed, national origin, ancestry, alienage or citizenship status, age, disability, gender, gender identity or expression, sex, sexual orientation, pregnancy status, genetic information, uniformed service or veteran status, marital status or any other characteristic protected by applicable federal, state, provincial, or local laws.