



## **Assistant Front Desk Manager**

### **Role Overview**

The Assistant Front Desk Manager to help maximize occupancy and revenue for our 52-room boutique hotel. They support the Rooms Division Manager to ensure the success of front desk operations by creating memorable guest experiences and being a strong link between the Front Desk and all hotel operations. With comprehensive operational knowledge and a positive approach to training and coaching, they engage the Front Desk team to deliver warm, authentic hospitality for all our valued guests. Proficiency with software systems and high attention to detail are essential skills to thrive in this role, coupled with enthusiasm and talent for hands-on guest service.

**Reports to:** Rooms Division Manager

### **Primary Job Duties & Responsibilities**

- Ensures all Front desk staff, including new hires, are trained to provide boutique-style services in all components of delivering an inspiring guest experience.
- Maximize room occupancy at the best rates and use up-selling techniques to promote hotel services and facilities.
- Inspires the front desk team by leading by example, demonstrating a commitment to guest services, and responding promptly to guest needs.
- Play a key role in staff development and training by providing leadership and coaching while building a reputation as a fantastic workplace.
- Acts as manager on duty and manages front office operations in the absence of Rooms Division Manager and General Manager.
- Assists in inventory management as requested. Actively participates in GRF, operations meetings and calls with Management to enhance services at the Juniper.
- Works with the Rooms Division Manager and Sales Manager to generate group business reservations and OTAs, set up blocks, and input rooming lists.
- Generate Invoices for wholesale and OTA's promptly.
- Conducts staff performance reviews and takes disciplinary action when required.
- Empowers front desk staff to deliver guest service by encouraging and rewarding responsive guest assistance.



- Ensure compliance with operational and safety standards and enforce Health & Safety policies and practices.
- Other duties as instructed by the Rooms Division Manager.

### **Requirements**

- Completion of a two-year apprenticeship or college program in a hospitality-related field is preferred.
- Minimum two years' experience in a Hotel Front Desk role.
- Minimum two years' experience in a leadership role.
- Enthusiastic, self-motivated, proactive and resourceful with excellent attention to detail
- Strong working knowledge of hospitality industry principles, methods, practices, and techniques.
- Demonstrated ability to lead and direct a team.
- Guest-oriented and service-minded.
- Possess strong training, coaching, and mentoring skills.
- High level of computer proficiency.
- Able to communicate effectively both verbally and in writing.

### **Work Conditions**

- Manual dexterity is required to use desktop computers and peripherals.
- Overtime as required.
- The ability to work a flexible schedule, weekends, holidays, and mornings and evenings will be required.