



Front Desk Manager

Contact: CRESCENT HOTELS AND RESORTS

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https://al-houston.countybuyselltrade.com/jobs/front-desk-manager_new-york_62518

Address:

New York

Price:

Check with seller

DetailsApplyCrescent Hotels and Resorts is The Employer of Choice and Team Crescent is the award winning management company with an extremely robust portfolio in North America. With a deep history of hiring and supporting highly accomplished individuals, we operate a very positive and attractive company which has consistently ranked Crescent Hotels as a front runner in hotel management. We offer an extremely robust career path, benefits and investment in our associates.JOB OVERVIEW: Manage the Front Office operations to achieve customer satisfaction, quality service and compliance with corporate/franchise policies and procedures while meeting/exceeding financial goals.REPORTS TO: Assistant General ManagerESSENTIAL JOB FUNCTIONS: Interview, hire, train, recommend performance evaluations, resolve problems, provide open communication and recommend discipline and/or termination when appropriate.Resolve customer complaints, anticipate potential problems by reviewing and monitoring complaints, operational issues, business flow and associate performance to ensure high levels of customer satisfaction and quality.Implement company programs and supervise the daily operations of the Front Desk to comply with SOPS and LSOPs, maximize revenues, and motivate associates to ensure an optimal level of quality service and hospitality are provided to the hotel customers.Prepare forecasts and reports and assist in the development, implementation and monitoring of the budget to maximize revenue and minimize expenses while ensuring adequate supplies and staff are on hand to provide top quality customer service.Supervise the Guest Service Agents and Night Audit.Remain calm and alert, especially during emergency situations and/or heavy hotel activity, serving as a role model for clerks and other employees. Resolve customer complications and complaints by conducting thorough research of the situation and determining the most effective solutions. Make decisions and take action based on previous experience and good judgment, sometimes revising approach to accommodate unusual situation. Authorize revenue allowances to remedy problems only after other alternative solutions have been offered. Interact with the sales staff to discuss and implement sales strategies to continually improve occupancy levels and revenues.Monitor and maintain the Front Office systems and equipment to ensure their optimum performance.Comply with attendance rules and be available to work on a regular basis.Perform any other job related duties as assigned. * Previous hotel front desk



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