



## **Front Desk Manager**

### **Job Description**

Retro Suites Hotel is an exciting hospitality group that delivers unique experiences and is accessible to all. We provide service that is both innovative and personal to our guests with team members who are passionate, smart, and dedicated to our guests & brand.

We are proud to offer professional rewarding career opportunities! Be part of a fast-paced, growing, and exciting environment.

- Professional, dedicated, and team orientated
- Offering full-time hours
- Competitive Industry salary + annual bonus + Retro & Cork perks +Investment program
- Grow organically within our company
- Benefits offered after the probationary period (3 months)

Join a dynamic hospitality team that is growing and expanding its operations. We strive to recruit enthusiastic, dedicated individuals, passionate about providing exceptional service.

The Front Desk Manager must be hard working, highly motivated, detail-oriented, numbers-driven, and a hands-on heart of-house professional with a welcoming personality. In addition to possessing excellent customer service skills, you should be able to demonstrate knowledge of a full-service boutique hotel.

### **JOB RESPONSIBILITIES:**

- Manages all Front Desk components of operations to drive guest satisfaction and reach desired financial goals
- Ensure all operations and cash handling are done in compliance with company's policies, standards and procedures
- Create expectations, lead people, manage processes and hold people accountable for the agreed upon activities and time tables
- Identify operational challenges and facilitates the development of solutions
- Analyze, investigate and resolve all guest complaints
- Maintain and balance guest room inventory

- Observe Front Office staff behavior and provide proper feedback and training when necessary
- Ensure all guest interaction areas have an atmosphere which is conducive to overall guest satisfaction.
- Interact with guests in order to obtain feedback about the products and services offered by the hotel
- Able to perform all duties and responsibilities of any Front Office staff member
- Provide support to the developmental needs of others by providing proper feedback and training
- Utilize communication skills to lead, support and encourage others
- Assists in the interview and training process of possible new staff members
- Promote inter-departmental teamwork through open lines of communication and coordination
- Other duties as required

**Requirements:**

- Front desk experience and at least 2 years of supervisory experience
- Other duties as required
- Excellent organizational, computer, analytical, and problem-solving skills. A working knowledge of Opera is a plus.
- Flexible shift availability including evenings, weekends and holidays.
- Ability to demonstrate our core values: Attention to detail, Do what's right, Team player, Growth-oriented, welcoming and kind

Job Types: Full-time, Permanent

**Benefits:**

- Company events
- Dental care
- On-site parking
- RRSP match
- Vision care

**Schedule:**

- Day shift
- Evening shift
- Holidays
- Monday to Friday
- Night shift
- Weekend availability

Please email resume to [tina@retrosuites.com](mailto:tina@retrosuites.com)

