

Front Office Manager

Jonah's Whale Beach is one of Australia's most luxurious ocean retreats located on Sydney's Northern Beaches with 11 accommodation rooms and a multi award winning hatted Restaurant.

Due to exciting growth in the business we are seeking to appoint an experienced and passionate **Front Office Manager** to manage and lead our Front Office department on a fulltime basis.

Reporting directly to the General Manager you will be responsible for the management, coordination and control of all Front Office services for the Hotel. You will ensure that an exceptional customer focus is being achieved by your team to deliver a memorable guest experience. The key focus is to deliver a personal touch to each of our guests and provide a customer service superior to others with an emphasis on friendliness and professionalism.

Duties & Responsibilities of this role include:

- Manage, plan and control all Front Office services for the Hotel
- Effectively lead the Front Office team to deliver all Front Office services according to Hotel standards
- This role is extremely hands-on and requires you to perform all usual day to day Front Office Reception tasks such as reservations, check-in, checkout, switchboard operation, dealing with guest requests and enquiries, settling guest accounts, cashiering and administration duties
- Ensure at all times our high service standards are being maintained by your team
- Develop & implement departmental policies, procedures, checklists and standards
- Responsible for staff recruitment, training, appraisals, mentoring and career development
- Management of budgets and roster to ensure a cost effective and efficient Front Office operation
- Driving change and improvements and implementing strategies and procedures to achieve business objectives
- Regular reporting and involvement in Management meetings
- Ensure a positive working relationship with other Hotel departments, including but not limited to - Housekeeping, Food and Beverage, Maintenance
- Continued review of Hotel processes, systems and procedures, department costs and service levels in order to enhance productivity and performance of the Front Office department
- Handle and resolve guest complaints in a timely, positive and professional nature according to Hotel procedures

To be successful in this role, you MUST:

- Have a minimum of 1 – 2 years previous Front Office Management experience in a boutique/luxury 5 star resort/ hotel environment
- Be committed to providing an exceptional , personalised experience for your guest
- Have the ability to proactively identify, prioritize and manage multiple tasks, and successfully accomplish objectives in a busy and challenging workplace

- Have proven knowledge and experience in hotel reservations systems i.e. Opera, Redcat, Protel, ResDiary
- Have proven knowledge of the local area, services and facilities
- Possess strong attention to detail and have excellent organizational, time management and communication skills
- Have demonstrated expertise and commercial success in the Front Office Department with sound financial and revenue management ability
- Exceptional leadership skills with demonstrated results in hands-on management and problem solving
- Be an effective communicator and have the ability to deal with difficult situations in a high pressured environment
- Have flexibility with regard to shifts and be available to work across a 7 day roster, including public holidays, mornings and evenings
- Have excellent personal grooming and presentation standards
- Have a full and valid NSW Drivers Licence

In return we offer:

- A competitive remuneration package commensurate to your experience and qualifications
- A creative, challenging and rewarding working environment that will encourage and allow you and your career to grow
- The opportunity to work in a growing, prestigious, award winning establishment and put your career in the right direction

This is an exciting opportunity to join a successful growing property, with opportunities for personal development.

Only applicants short listed will be contacted.

CONTACT DETAILS

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