

Front Office Manager

MARINA HOTEL CORINTHIA BEACH RESORT

Working with a highly dynamic team in a fast-moving environment, the candidate will be responsible to carry out requested duties whilst delivering an exceptional customer care service. Reporting directly to the Hotel Manager, this position requires an individual with passion for the hotel operation, who is keen on quality and has the ability to make a difference.

The candidate will be responsible for:

- Liaising with the Reservation Department; planning proper market mix to achieve maximum room usage and ensure all details are recorded
- Ensuring through supervision and on-the-job training that all Front Desk services are always available and carried out most efficiently as per the standards
- Setting departmental objectives, work schedules, budget, policies & procedures and upholds the hotel's commitment to hospitality
- Attending to guests' complaints and take action, efficiently and courteously
- Conducting employee performance appraisal, review and discuss the staff personal development plan and areas of improvement
- Ensuring proper completion of all records required by local government authority i.e. departure and arrival guests are updated in the CID system
- Advising in-house Guests of any changes in the hotel
- Ensuring that all employees have a complete understanding and adherence to policies and procedures of the organization
- Keeping up to date and disseminating all relevant information amongst team members on LQA and Forbes Standards
- Ensuring that all employees report for duty punctually, meeting all grooming standards including wearing of proper uniform, personal hygiene at all times
- Being on-call 24 hours in case of Emergency

The ideal candidate will:

- Possess ITS qualification or equivalent
- Have experience in a Front Office Department and even in a managerial role
- Be computer literate and familiar with the Opera PMS
- Be willing to work flexible hours, weekends and public holidays as necessary
- Possess communication skills in English & ideally two other European languages
- Have exceptional customer care skills as well as organizational skills
- Strong leadership skills - can take charge and be a problem solver for the team
- Be able to work under pressure
- Have a professional personality, whilst keeping the company's grooming standards

We offer:

- Welcoming and fun environment
- Meals on duty
- Interesting career opportunity and professional growth
- Health insurance cover

MARINA HOTEL
CORINTHIA BEACH RESORT

*Candidates are requested to submit their CV by e-mail to the Human Resources
Department on vacancies@marinahotel.com.mt*