



Date posted: March 31, 2026

Pay: From \$22.00 per hour

Job description: Front Desk Manager

Are you the Front Desk Manager we've been searching for!

Let's find out! Answer these three questions right now:

1. Are you a "people person" who thrives in a dynamic, service-oriented environment?
2. Do you find yourself naturally attentive to others' needs, with a knack for making everyone feel welcome?
3. Can you see yourself as an integral part of a dedicated hotel service team, creating memorable experiences for guests?

If you answered "YES!" to these questions, we have an exciting opportunity for you! This may even be your next step toward an accelerated career!

About Us:

Like us, you probably believe in providing guests with an exceptional stay from the moment they step on our property - that's how it's supposed to be!

We have a history-rich, coastal beach property in Copalis Beach, Washington – Surfcrest Resort. This is our platform for success ...to strut our stuff and smother our guests with kindness. It's a tough job, and we get to do it. Did you know that those of us who work in hospitality actually live longer? It may not be proven, but we do like to believe it! Who doesn't love being where people are happy to be!?!

In all seriousness though, as an independent, boutique property, we embrace our guests with a spirit of welcome and enthusiasm. We recognize that our guests have a choice, and we continuously work to exceed the expectations they arrive with. If we've done our jobs right, they will leave the hotel with memories of a positive experience, and with a desire to return again. It's really not that hard ...we just pay attention to their needs, and we try to stay one step ahead of them all the time.

So, where do you start?:

Position Summary

The Front Desk Manager is responsible for overseeing daily front desk operations while providing leadership, training, and support to front desk team members. This role ensures exceptional guest service, operational efficiency, and adherence to hotel standards. The Front Desk Lead serves as the primary liaison between the front desk, housekeeping, sales, maintenance, and management.

This is a hands-on leadership role ideal for someone who thrives in a boutique hotel setting and is passionate

about guest experience and team development.

Key Responsibilities Leadership & Team Management

- Supervise all front desk staff
- Assist with hiring, training, scheduling, evaluations, and disciplinary actions
- Lead and arrange regular front desk meetings
- Delegate projects and daily tasks effectively
- Motivate and incentivize front desk staff to maintain high performance
- Foster a positive, enthusiastic, and team-oriented work environment
- Assist in scheduling safety programs

Guest Experience & Service

- Handle guest special requests, inquiries, and issue resolutions (escalating to General Manager when necessary)
- Respond to guest reviews and comments on platforms such as Expedia, Booking.com, Google, and in-house surveys
- Update and inform guests about loyalty memberships and hotel offerings
- Act as an advocate for the hotel and its brand standards

Operations & Communication

- Communicate daily with Housekeeping for room updates and status changes
- Coordinate with Sales regarding current and future group bookings
- Attend weekly sales meetings
- Maintain ongoing communication with the General Manager regarding front desk updates
- Log maintenance issues and communicate daily updates to the Maintenance Supervisor
- Perform daily reservation checks for packages, special requests, and online bookings
- Monitor third-party reservations, inquiries, and ensure proper payment processing
- Check outstanding balances
- Complete monthly reconciliations

Administrative & Financial Oversight

- Assist management in monitoring room rates
- Help maintain front desk and retail inventory
- Support front desk budget oversight
- Ensure brochure racks are fully stocked and local materials are ordered and current

Property Standards

- Maintain the appearance and quality standards of the lobby, retail area, and public spaces
- Ensure compliance with hotel policies and procedures
- Assist with special projects as assigned

Qualifications

- Previous hotel front desk experience preferred
- Prior supervisory or leadership experience preferred
- Strong problem-solving skills and ability to remain calm under pressure
- Excellent written and verbal communication skills
- Experience with third-party booking platforms preferred
- Strong organizational and multitasking skills
- Ability to work flexible hours.
- Weekends and Holidays are required

What We're Looking For

- A hands-on leader who leads by example
- Strong attention to detail
- Ability to motivate and develop team members
- Commitment to exceptional guest service
- Comfortable balancing administrative responsibilities with guest-facing duties

Why Work With Us?

You'll be joining a team that's passionate about providing outstanding customer service and where your contributions are recognized and valued. We offer a supportive work environment and the opportunity to grow your career in the hospitality industry.

Compensation Specifics:

Job Title: Front Desk Manager

Location: Copalis Beach, Washington

Job Type: Full-time

Wage: From \$22.00/hour

Benefits:

- Health, dental, and vision insurance
- Paid time off and holiday pay
- Opportunities for professional development and training
- Portfolios hotel discounts

How to Apply:

Are you ready to take the next step in your career and make a significant impact on our guests' experiences? YES! Now please submit your resume and a brief cover letter explaining why you are the perfect fit for our team to: katie@pnwhospitalityventures.com.

Experience:

- Hotel experience: 1 year (Preferred)

Ability to Commute:

- Copalis Beach, WA (Required)

Ability to Relocate:

- Copalis Beach, WA: Relocate before starting work (Required)

Work Location: In person