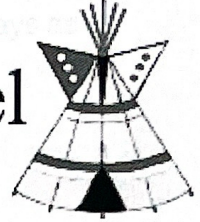# Daanzho Restaurant and Hotel

P.O. Box 1999
Dulce, NM 87528

Job Title: Front Desk Manager

Classification: Full Time, Nonexempt

Department: Daanzho Hotel

Reports To: Hotel Manager/General Manager

General Description:

The Front Desk Manager is under the direction of the Hotel Manager and oversees the front desk staff. In this role, you will be required to greet and welcome guests, tend to their questions and complaints, manage bookings and ensure that the reception area is professionally maintained. The Front Desk Manager ensures that all policies and procedures are followed in order to uphold company standards. The Front Desk Manager will coordinate and maintain appropriate staffing levels by assisting in hiring team members, scheduling, managing performance, communicating feedback, administering discipline and training the team in the successful execution of their jobs.

Qualifications and Requirements:

- High School Diploma or GED required.
- Previous experience as a front desk manager/front office manager highly preferred.
- Financial or Sales experience highly preferred.
- 1+ year of supervisory experience required.
- Prior experience using windows-based software including Microsoft Word, Excel, and Outlook required.
- Must possess excellent communication skills.
- Must possess superior customer service skills.
- Excellent leadership, management, and team building skills.
- To always maintain a high standard of personal hygiene and appearance.
- Physical: Requires standing for long periods of time and on occasion may be asked to lift and carry up to 40 pounds while performing the duties of this job, it may be also required to stoop, kneel, crouch, or crawl.

- Able to work a flexible schedule including evenings, weekends, and holidays as needed.

Responsibilities:

- Directly supervises the hotel front desk staff. Responsibilities include assisting with interviewing, hiring, training, directing work, appraising performance of employees and resolving employee relation issues and adherence to disciplinary action procedures for subordinates.
- Creates and reviews front desk staff schedules for accuracy and staffing demands.
- Conducts or provides assistance in conducting all weekly, quarterly and annual meetings.
- Provide weekly, monthly, and yearly reports to Hotel Manager.
- Maintains accurate records of hotel funds and information including, but not limited to, accounts receivable and payable, credit card batches, and registration information.
- Assists in the preparation of the yearly and quarterly budgets as well as the annual marketing plan.
- Maximize room revenue and occupancy rates by daily reviewing status reports and Analyze rate variances and keep close watch of occupancy reports.
- Maintains working relationships and clear communications with all departments throughout the hotel, including the Hotel Manager/General Manager.
- Keep accurate information on status of rooms and that it is properly communicated to appropriate team members and updated in the inventory management system.
- Monitor guests with high balances and take appropriate action when needed.
- Assists guests with room reservations and property services.
- Assists with group sales booking, handling of purchase orders and updates group information to include the housekeeping and preparations of any group requirements and relays that information to appropriate personnel.
- Perform technical and administrative duties, including, but not limited to; Profit and Loss Statements, Accounts Receivable, Credit Account Reconciliation and Payroll.
- Responsible for answering phone calls in a prompt and courteous manner; including transferring phone calls and taking messages properly.
- Use proper telephone and reservation etiquette including describing the hotel, proper rate quotation and capturing reservations.
- Highly visible and interact with customers on a regular basis to obtain feedback on the quality of the product, service levels, and overall satisfaction.
- Must appropriately address guest requests to ensure customers are satisfied with the hotel's services and accommodations.
- Must be knowledgeable of local and surrounding area tourist attractions.
- Responsible for resolving escalated customer relations issues.

- Review comment cards, guest survey results and other data to identify areas of improvement. Review both positive and negative findings with the hotel team and ensure appropriate action is taken when needed.
- Maintain front desk and guest services stations are properly equipped with the supplies they need.
- Maintain an organized filing system for all employee and guest documentation and reports.
- Wears the proper uniform at all times. Requires all front office employees to wear proper uniforms at all times.
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests, managers and other employees.
- Answers inquiries pertaining to hotel policies and services.
- Ensures systems and procedures are in place and followed for guest safety and security.
- Must work closely with the housekeeping staff, maintenance, and other department of the Daanzho property.
- Performs functions of the Hotel Manager in his or her absence.
- Other duties assigned by the Hotel Manager.

Work Schedule:

Front Desk Manager will work 8-hour shifts with an on-duty break. Schedule is flexible. Front Desk Manager is responsible for covering call-ins and no shows. Must be willing to work weekends, evenings and holidays as needed.

Confidentiality

It is the policy of Daanzho Restaurant and Hotel that all employees maintain any information obtained during training and employment, **strictly confidential**.

Acknowledgement

As an employee of Daanzho Restaurant and Hotel, I acknowledge that I have accepted the position outlined in the above job description. Any violations may be considered grounds for disciplinary action up to and including suspension, pending investigation, and possible termination.

Print Name (Employee)	Signature (Employee)	Date

Hotel Manager/General Manager	Signature	Date

Email resume to: lana.pesata@daanzhorestaurantandhotel.com