

THE FULLERTON

HOTELS AND RESORTS

Front Office Manager

The Fullerton Hotel Singapore/The Fullerton Bay Hotel Singapore

JOB RESPONSIBILITIES

- Responsible for financial performance (upselling, room revenue, operation auditing).
- Take initiative in problem solving, staff training and team leading.
- Manage and motivate the Front Office team to provide a high standard of service for customers.
- Welcome guests and foster customer loyalty through friendly demeanour.
- Develop high quality relationships with guests throughout their stay.
- Handle guest complaints or contentious issues, and provide a fast solution.
- Oversee and supervise guest arrivals and departures.
- Ensure that personalised service is offered to every guest.
- Ensure that the pricing policy and internal audit procedures are duly applied.
- Supervise the management of debtors, group and individual guest invoicing and cash operations.
- Monitor all executive floor executives to ensure maximum guest satisfaction through personal recognition and prompt, cordial attention from arrival to departure.
- Review VIP arrival list and check room allocations, amenities and special requests.
- Prepare monthly and daily revenue reports and circulate to all HODs.
- Prepare room revenue, occupancy forecast and take action on rate strategies.
- Be involved in recruitment of new team members for Front Office department.
- Ensure team members have current knowledge of hotel products, services, facilities, events, pricing and policies, as well as knowledge of the local area and events.
- Ensure that the hotel's pricing policy and sales pitches are duly applied to optimise RevPAR.
- Have a good knowledge of all systems and standard operating procedures of the Front Office department.
- Ensure that guest documentation and information is available and up-to-date.

JOB REQUIREMENTS

- Minimum Diploma in related discipline with 3-5 years' of related experience and/or training in similar capacity, or equivalent combination of education and experience.
- An ability to listen and respond to guests' needs
- Excellent interpersonal and communication skills
- Accountable and resilient
- Committed to delivering a high level of customer service
- Ability to work under pressure

To apply for the above position, please send your full resume to careers@fullertonhotels.com.

THE FULLERTON HOTEL SINGAPORE | THE FULLERTON BAY HOTEL SINGAPORE | THE FULLERTON HOTEL SYDNEY

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