

JOB DESCRIPTION

JOB TITLE: Front Desk Manager - Hourly – Hawkeye Hotels

EXEMPT POSITION: No

RESPONSIBLE TO: General Manager/Front office Manager

Scope and General Purpose To supervise and where appropriate carry out front desk/night audit duties achieving accuracy of information and delivery of customer service as required by Hawkeye Hotels and the brand standards. Maximize revenue and occupancy through full implementation of yield management strategies.

*****The working schedule is solely based upon the needs of the hotel business, meaning that the hours worked are directly affected by the hotel's occupancy. *****

Main Duties

1. Provide leadership to the department and maintains an effective position of authority.
2. Projects a professional image in all aspects of work performance, which includes but not limited to demeanor, attire, and attendance.
3. Practices customer service behaviors, such as listening, initiative, responsiveness, cheerfulness, accommodation, courtesy, honesty, and professionalism.
4. Demonstrates good communication skills and helps ensure optimum communication between all shifts, departments, and management.
5. Responds to employee concerns, maintenance conditions, guest problems, breach of security, and /or emergencies in accordance with company policy, the brand, and legal requirements.
6. Communicates with the General Manager on an ongoing basis any pertinent information regarding the department and hotel issues.
7. Demonstrates positive Team spirit among the staff that promotes quality service behaviors (i.e. listening, initiative, responsiveness, cheerfulness, accommodation, courtesy, honesty, and professionalism).
8. Checks punctuality, grooming, and uniforms of staff.
9. Demonstrates knowledge of operating equipment for the disabled, and able to train staff.
10. Assigns tasks and goals, and ensures that all work responsibilities and assignments are completed satisfactorily by staff at the end of each working shift.
11. Serves as primary trainer for department.
12. Demonstrates the ability to perform the duties of the reporting employees, filling in and helping to support those employees.
13. Participates in appraisal and review of employees and makes recommendations to the General Manager on hiring and disciplinary action in accordance with management company policies.
14. Keeps abreast of new hospitality and customer service trends. Attends seminars, training sessions as required by the brand standards and company policy.
15. Knows room rates, locations, furnishings, amenities, and special features of all guest rooms of the property.
16. Ensures all key controls, cash control, and security procedures are adhered to consistently.
17. Ensures that the Team members maintain clean, safe, and well ordered workplace with full compliance in safety and health regulations.
18. Promotes the brand and Hawkeye Hotels operated properties at all times.
19. Ensures that lost & found items are handed in and dealt with according to company policy.

Front Desk Manager - Hourly – Hawkeye Hotels

20. Keeps all business confidential (on and off property).
21. Schedules to maintain labor efficiency and service excellence according to the business needs and budget.
22. Maintains adequate office supplies and following proper purchasing procedures.
23. Ensures accurate and timely reporting.
24. Immediately reports suspicious or unlawful activities to the General Manager and/or Police.
25. Ensures safe use of chemicals and equipment in accordance with the MSDS (Material Safety Data Sheets) and manufacturer's instructions.
26. Acts as Manager on Duty as assigned by the General Manager in accordance with company guidelines.
27. Knows all emergency procedures.
28. Makes decisions in the best interest of the brand and the company following company procedures.
29. Picks up litter in the parking lot and public areas as directed.
30. Controls costs by properly using department supplies, water, and electricity.
31. Follows key control and security procedures.
32. Understands and uses applicable brand standards and Hawkeye Hotels Employee Handbook standards.
33. Knows the hours of operation of the property's facilities and is aware/promotes these facilities and amenities.
34. Practices safe work habits and uses protective equipment when necessary.
35. Handles all guest complaints to customers' satisfaction and relays information to General Manager.
36. Reports items/areas needing maintenance assistance.
37. Attends and participates in staff meetings, safety meetings, training classes, etc.
38. Abides by all rules of Hawkeye Hotels and the brand.
39. Performs other tasks as assigned or authorized by the direct supervisor or General Manager.

Front Desk Responsibilities

1. Makes daily bank deposits when General Manager is unavailable.
2. Monitors proper reservation handling/inquiry conversion from front desk staff.
3. Maintains up-to-date competition rates and other information regarding the competition.
4. Ensures courteous and efficient check-in and check-out procedures, and throughout the guests' stay.
5. Unsure switchboard is answered professionally and quickly.
6. Ensures accuracy of billing.
7. Ensures accurate/running of reports by the Night Audit and day staff to achieve timely submission of figures to the General Manager.
8. Reviews advance reservations two weeks to ninety days out in advance to ensure accuracy, availability, and to mark opportunities for higher rate days and transmit information to the General Manager.
9. Informs all departments of upcoming meetings, groups, events, etc. for the week, as well as any special guest needs or requests.
10. Quotes group rates and sends contracts on the request of the General Manager.
11. Helps to ensure the daily completion of the Breakfast Attendant and maintains brands standards.

Front Desk Manager - Hourly – Hawkeye Hotels

Qualification Requirements To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

A. Education and/or Experience

- Front Desk Experience
- Night Audit Experience Desirable
- Supervisory Experience

B. Language Skills

- Must be able to read, write, speak and understand English; write reports with proper format, punctuation, spelling, and grammar; speak with poise, voice control and confidence using correct English and pleasant voice tone.

C. Math Skills

- Must be able to add, subtract, multiply, and divide

D. Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires standing (sometimes during long periods), bending, stooping, along with the mobility to climb stairs and frequently lift and/or moving light objects weighing up to 10 lbs. Occasionally lift and/or move medium objects weighing up to 50 lbs. Requires hand/eye coordination and manual dexterity.

Specific vision abilities required by the job close and distance vision, and the ability to adjust focus.

E. Computer Skills

- Ability to learn and be proficient in Microsoft Office
- Ability to learn and be proficient in the Property Management System of the hotel.

F. Supervisory Responsibilities – List the titles of positions supervised:

- Front Desk Staff
- Night Audit Staff
- Breakfast Staff where applicable to the specific location
- Shuttle Drivers where applicable to the specific location
- Responsibility of Manager on Duty as assigned by the General Manager

G. Financial Responsibility – List monetary/accounting responsibilities applicable to this position:

- Responsible for the cash handling procedures, accurate processing of charges, and collection of payments.
- Responsible for producing daily, weekly, and monthly reports as assigned by the General Manager.
- Purchasing for the department as outlined by the General Manager.
- Scheduling to the business demands and financial forecast.
- Preparation of bank deposits as designated by the General Manager.

H. Work Environment - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Noise level is affected by number of guests arriving/departing and number of telephone calls

Front Desk Manager - Hourly – Hawkeye Hotels

I have read and understand the functions of the job description for my position and am willing and able to perform all functions of this position with or without reasonable accommodation. I understand that it is my responsibility to advise my employer and provide appropriate medical documentation as required to support a request for reasonable accommodation to enable satisfactory completion of the essential job functions. I understand that this job description is not an employment contract, implied or otherwise, and the employment relationship is at will. I further understand that I am obligated to report any unwelcome sexual or other unlawful harassment in accordance with federal state laws.

Employee Signature

Date (mm/dd/yy)

Hawkeye reserves the right to modify, interpret, or apply this job description in the company's sole discretion.

- Employee File
- Copy to employee