

## **TRADITIONS AT THE GLEN JOB DESCRIPTION**

**JOB TITLE:** Front Office Manager

**DEPARTMENT CODE:** 5001

**JOB CODE:** 5000

**REPORTS TO:** General Manager

**DATE:** January 2023

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**BASIC PURPOSE:** Manage the Front Office operations to achieve customer satisfaction, quality service and compliance with corporate/franchiser policies and procedures while meeting/exceeding financial goals.

**ORGANIZATIONAL SCOPE:** Position is responsible for the short-term planning and day-to-day operations of the Front Office Department. Reservation and Yield Management. Recommends, implements and monitors the Department's budget and manages expenses within approved budget constraints.

### **ESSENTIAL FUNCTIONS:**

1. Implement company programs (TAG/Franchiser) and manage the operations of the Front Office (Front Desk, Night Audit) to ensure compliance with LSOPs and SOPs and to ensure an optimal level of quality service and hospitality are provided to the hotel customers. (35%)
2. Prepare forecasts and reports and assist in the development, implement and monitor the budget to maximize revenue and minimize expenses while ensuring adequate supplies and staff are on hand to provide top quality customer service. (20%)
3. Resolve customer complaints, anticipate potential problems by reviewing and monitoring complaints, operational issues, business flow and associate performance to ensure high levels of customer satisfaction and quality. (15%)
4. Manage the Human Resources in the department in order to attract, retain and motivate the employees; hire, train, develop, empower, coach and counsel, conduct performance and salary reviews, resolve problems, provide open communication vehicles, discipline and terminate as appropriate. (10%)
5. Liaise with the sales staff to discuss and implement sales strategies to continually improve occupancy levels and revenues. (10%)
6. Monitor and maintain the Front Office systems and equipment to ensure their optimum performance. (5%)

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### **NON-ESSENTIAL FUNCTIONS:**

1. Perform special projects and other responsibilities as assigned. Participate in task forces and committees as requested.
2. Maintain good working relationships and open lines of communication with all other departments.
3. Perform the Manager on Duty functions as assigned.

### **Knowledge and Skills:**

**Education:** Four year college degree or equivalent education/experience.

**Experience:** From two to three full years of full employment in a related position with TAG or other Hotel companies.

### **Skills and Abilities:**

- Requires knowledge of discipline-specific TAG policies, procedures and services and general knowledge of other departments in the hotel.
- Requires supervision/management skills.
- Ability to achieve positive guest relations and maximize guest satisfaction.
- Ability to communicate in English. Second language desirable.
- Ability to handle cash and credit transactions.
- Ability to enforce all company rules and SOPs.

**TRADITIONS AT THE GLEN**  
**JOB DESCRIPTION**

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**DEPARTMENT CODE:** 5001

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**REPORTS TO:** General Manager/Director of Operations

**DATE:** January 2023

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**No. Of employees supervised:** Supervise eleven to thirty employees.

**Travel Required:** Minimal. May be required to attend supplemental Management training classes.

**Hours Required:** 45-50 hours over a 5-6 day period. Day or evening shift and weekends per business demand.

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**Lifting/Pushing/Pulling/Carrying** Describe the type(s) of required lifting, pushing, pulling, and/or carrying to include objects, weights and frequency.

  X   **Lifting/Pushing/Pulling/Carrying Required.**

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   **Bending/Kneeling** Describe the typ(s) of required bending and/or kneeling to include when, why and how often.

  X   **Bending/Kneeling Required.**

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**Continuous Standing** Describe the reasons to include time period and frequency.

Performing guest services at Desk. 90% of 8 hour shift.

  X   **No Continuous Standing Required.**

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   **Climbing Stairs:** Up to approx. \_\_\_\_\_ steps \_\_\_\_\_ % of \_\_\_\_\_ (time period).

**Ladders:** Up to approx, \_\_\_\_\_ feet \_\_\_\_\_ % of \_\_\_\_\_(time period).

  X   **Climbing Required.**

**ENVIRONMENT**  
**Physical Job Requirements**  
**(for essential functions only)**

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**X Lifting/Pushing/Pulling/Carrying Required.**

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**Ladders: Up to approx, \_\_\_\_\_ feet \_\_\_\_\_% of \_\_\_\_\_(time period).**

**X Climbing Required.**

**Hearing:** X Critical \_\_\_\_\_ Moderate \_\_\_\_\_ Minimal

**Explain:** Ability to communicate with guests and staff.

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**Vision:** X Critical \_\_\_\_\_ Moderate \_\_\_\_\_ Minimal

**Explain:** Ability to verify duties of all Front Office personnel, forecasting.

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**Speech:** X Critical \_\_\_\_\_ Moderate \_\_\_\_\_ Minimal

**Explain:** Perform HR function of Department (train, supervise, etc.)

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**Literacy:** X Critical \_\_\_\_\_ Moderate \_\_\_\_\_ Minimal

**Explain:** HR function of department.