

Job Title: Front of House Duty Manager
Location: MacDonald Hotel & Cabins,
Kinlochleven

Working Days: 5 over 7 days. 40 hours p/w
April to October, 28 hours p/w
November to March (average of
35 hours p/w)

Working Times: Shift Basis

Pay Rate: To £25,000 p/a dependent on experience



Job Purpose

The Front of House (FOH) Duty Manager will ensure high levels of customer service and standards are delivered consistently throughout the hotel. The role will cover Reception Duties, Breakfast Service and Restaurant and Bar Service. Whilst mainly in a management capacity, this is a very hands on role. You must be motivated, presentable, enthusiastic, a good communicator and able to deliver excellent customer service. Hours will be varied, but the hotel opens at 6.30am and can close after 1.00am in peak season so own transport is desirable.

Main Duties:

- To ensure that guests are greeted, checked in and allocated rooms promptly and courteously.
- To ensure that check-in procedures are strictly adhered to and that the correct address and charge out details are obtained from each guest.
- To be readily available at all times to deal with problems or complaints.
- To ensure that rooms have been serviced and maintained to the standards laid down by the Company.
- To ensure that reservations are taken correctly and courteously.
- To ensure effective liaison between FOH and other departments e.g. Kitchen and Housekeeping
- To ensure that accounts are balanced daily.
- To ensure effective and speedy check-out facilities.
- To ensure that enquiries, messages and emails are dealt with courteously and efficiently.
- To ensure that all Front of House staff are correctly and smartly dressed at all times.
- To ensure that all Front of House areas are clean and tidy at all times.
- To ensure that incoming and outgoing telephone calls are handled promptly and courteously.
- To carry out systematic checks of all Front of House areas for maintenance requirements, repairs or refurbishing, ensuring that these are actioned without delay.
- To carry out or ensure that regular On-the-Job training is taking place to agreed standards.
- To ensure maximum security in all areas under your control.
- To act as Duty Manager when required.
- To attend Management Meetings as required.
- To circulate regularly throughout all Front of House areas, maintaining a high profile with guests and staff.
- To ensure accurate and timeous submission of all reports and administrative work.
- To monitor trends within the industry and make suggestions how these could be implemented.

You will also:

- Maintain Health and Safety standards at all times.
- Ensure equipment is cleaned, maintained and stored correctly.
- Deal with any customer requests promptly and courteously.
- Contribute to team effort by accomplishing related results as needed.

To succeed in this role you will need:

- Good customer service skills and a pleasant nature.
- Good attention to detail.
- Good verbal and written communication skills.
- Ability to work independently and use initiative, but also the ability to work as part of a team.
- To be reliable and responsible with a flexible approach to work.
- Previous experience is essential and full site training will be provided.

**TO APPLY FOR THIS ROLE PLEASE GO TO www.macdonaldhotel.co.uk/recruitment AND DOWNLOAD AN APPLICATION FORM, OR EMAIL enquiries@macdonaldhotel.co.uk
CLOSING DATE 22ND FEBRUARY 2019**