

# MARRIOTT BONVOY

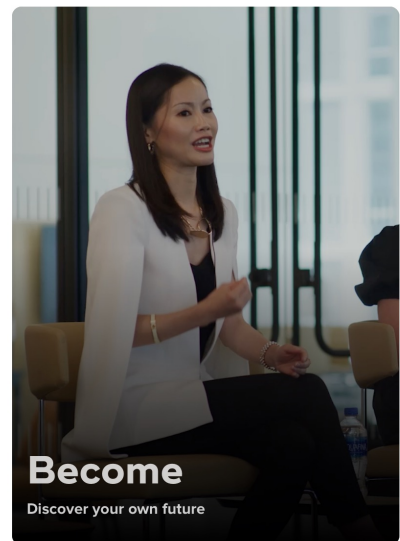
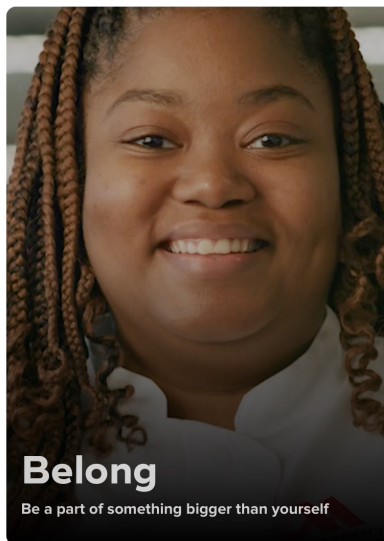
## FRONT OFFICE MANAGER POSITION DESCRIPTION



Begin.  
Belong.  
Become.

At Marriott, you can be a part of something bigger than yourself, be inspired by what's possible and discover your own future. When you join us, you can begin your purpose, belong to a global community, and become the best version of you.

At Marriott... **Be you.**



### *Job Title and Summary*

The Front Office Manager is responsible for overseeing the day-to-day operations of the hotel's front office, ensuring exceptional guest service, and maintaining efficient and effective processes. This role is critical in managing the front desk team, handling guest relations, and contributing to the overall guest experience. The Front Office Manager will work closely with other departments to ensure seamless service delivery and will be the key liaison between the hotel's management and the front office team.

### *Reporting Relationships*

The Front Office Manager reports directly to the Hotel Manager. They will also collaborate with other department heads such as Housekeeping, Food & Beverage, and Security to ensure a cohesive guest experience.



## ***Essential and Preferred Tasks, Duties, and Responsibilities***

### **Essential Tasks:**

1. Manage and supervise the front desk team, including scheduling, training, and performance evaluations.
2. Ensure efficient check-in and check-out processes, handling any issues that may arise.
3. Maintain a high level of guest satisfaction by personally addressing guest concerns and complaints.
4. Oversee the management of room inventory and revenue, including rate management and availability.
5. Coordinate with other departments to ensure guest requests and special arrangements are met.
6. Monitor and control front office expenses to meet budgetary goals.

### **Preferred Tasks:**

1. Implement and improve front office procedures to enhance efficiency and guest satisfaction.
2. Develop and maintain strong relationships with key accounts and partners.
3. Participate in marketing and promotional activities to increase hotel occupancy and revenue.

## ***Essential and Preferred Knowledge, Skills, and Abilities***

### **Essential Skills:**

1. Strong leadership and supervisory skills.
2. Excellent communication and interpersonal skills.
3. Proficiency in hotel management software and computer systems.
4. Ability to handle high-pressure situations and make quick decisions.
5. Knowledge of hotel operations and industry standards.

### **Preferred Skills :**

1. Multilingual skills.
2. Experience in luxury hotel chains or high-end properties.
3. Proven track record in increasing guest satisfaction and revenue.

## ***Equipment, Tools, and Technology***

**The Front Office Manager will be required to use a variety of tools and technology, including:**

1. Hotel property management systems (PMS).
2. Computer systems for reservations and guest history.
3. Telephone and communication equipment.
4. Office software (Word, Excel, PowerPoint).
5. Social media and online review platforms for guest engagement.



## Skills for Success

### Table of Skills and Examples of Demonstrated Behavior

Skills	Examples of Demonstrated Behavior
<b>Leadership</b>	Leading by example, motivating team members, and setting clear expectations.
<b>Communication</b>	Active listening, clear and concise messaging, and effective negotiation.
<b>Problem Solving</b>	Identifying root causes, developing solutions, and implementing changes.
<b>Customer Service</b>	Anticipating guest needs, personalizing experiences, and exceeding expectations.
<b>Adaptability</b>	Embracing change, being flexible, and adjusting to new situations quickly.

## KPIs

1. Guest satisfaction scores.
2. Front office revenue targets.
3. Employee satisfaction and retention rates.
4. Operational efficiency metrics (e.g., average check-in time).
5. Budget adherence for front office expenses.

## RESPONSIBILITIES/ESSENTIAL FUNCTIONS

1. Front Office Team Management (30%): Oversee daily operations, conduct performance reviews, and provide training to ensure a high-performing team.
2. Guest Service and Relations (25%): Handle guest complaints, ensure guest satisfaction, and build strong relationships with regular guests.
3. Revenue and Inventory Management (20%): Manage room rates, availability, and occupancy to maximize revenue.
4. Departmental Coordination (15%): Work with other departments to ensure seamless guest experiences and meet special requests.
5. Financial Management (10%): Monitor and control front office expenses, prepare budgets, and analyze financial performance.

**Explore  
Endless  
Possibilities**



*Be.*

Marriott  
Careers