

526 Mayor Magrath Drive South
Lethbridge, Alberta
T1J 3M2

Position	Front Office Manager
Department	Front Office
Location	The Coast Lethbridge Hotel & Conference Centre, Lethbridge Alberta
Posting Date	Oct 5, 2009
Closing Date	Until Placed
Reporting To	General Manager
Start Date	asap

This is a new full time, salaried position.

Position Statement:

The Front Office Manager will participate in the Hotel's senior leadership team while creating a positive work environment, maximizing Hotel revenues and maintaining the highest customer service standards.

Responsibilities:

The Front Office Manager is responsible to:

- Oversee the Hotels front desk, revenue management, reservations, bell, and switchboard functions.
- Develop and direct the procedures, standards and guidelines for the Front office team
- Ensure Front Office standards for service are consistently achieved
- Completes the Front Office administration documents and reports as required
- Hires, trains and supervises the front office staff.
- Tracks marketing and guest services programs
- Actively participates in the preparation of the front office budget in support of the Hotels overall business plan.
- Effectively manages front office labor costs and departmental productivity
- Maintains the integrity of the Front office software and hardware systems.
- May be required to work a flexible schedule including some weekends, evenings and holidays.

Skills/Knowledge/Experience:

- A minimum of 3 year experience in a similar position
- Post secondary education in Hospitality or Tourism is considered an asset
- Self motivated team player with solid leadership skills
- Demonstrated ability to work in a fast-paced, multi-functional, multi-tasking environment.
- Demonstrates a superior customer service philosophy and skills
- Working knowledge of Microsoft Office and hotel reservations system software required.
- Proven experience in establishing and managing Front office accounting revenue management and cash handling procedures
- Experience opening a new hotel a definite asset.

Please submit your resume with cover letter, in confidence, to:

Brenda Hunk
Director Sales & Marketing
The Coast Lethbridge Hotel & Conference Centre
526 Mayor McGrath Drive South
Lethbridge, Alberta
T1J 3M2

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