



Cardo Hotels – Front Office Manager

About Cardo Hotel Brussels and Brand

About Cardo Brussels Hotel

Located within the heart of Europe and one of the Brussel's most vibrant areas, Cardo Brussels Hotel is the new and trendy landmark in the neighborhood and the most distinctive luxury lifestyle hotel in the city, catering to both selective leisure guests and business travelers. The hotel will offer contemporary wellness and dining experiences, 532 stylish rooms & suites, as well as 1500m2 of MICE facilities and amenities.

About Cardo Brand

Cardo is a brand built on a culture of emotional intelligence and sublime hospitality, designing experiential places for individual wellbeing and corporate culture optimization. Our purpose is to make city breaks and workcations less apologetic, more purposeful and tuned to the self.

Principal Accountabilities

- Front Office Manager will administer front office functions and supervising staff on a daily basis.
- Front office areas include Bell/Door Staff, Switchboard and Guest Services/Front Desk.
- Position directs and works with managers and employees to carry out procedures ensuring an efficient check in and check out process.
- Ensures guest and employee satisfaction and maximizes the financial performance of the department.

Maintaining Guest Services and Front Desk Goals

1. Manage day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
2. Develop specific goals and plans to prioritize, organize, and accomplish your work.
3. Handle complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
4. Supervise staffing levels to ensure that guest service, operational needs and financial objectives are met.
5. Ensure that regular on-going communication is happening with employees to create awareness of business objectives and communicate expectations, recognizes performance, and produces desired results.
6. Understand the impact of department's operations on the overall property financial goals and objectives and manages to achieve or exceed goals.

Management of Front Desk Team

1. Utilize interpersonal and communication skills to lead, influence, and encourage others; advocate sound financial/business decision-making; demonstrates honesty/integrity; lead by example.
2. Encourage and building mutual trust, respect, and cooperation among team members.
3. Serving as a role model to demonstrate appropriate behaviors.
4. Supervise and manage employees. Manage all day-to-day operations. Understand employee positions well enough to perform duties in employees' absence.
5. Establish and maintain open, collaborative relationships with employees and ensures employees do the same within the team.
6. Supervise all areas of the Front Office

Ensuring Exceptional Customer Service

1. Provide services that are above and beyond for customer satisfaction and retention.
2. Improve service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
3. Responds to and handles guest problems and complaints.
4. Set a positive example for guest relations.
5. Empower employees to provide excellent customer service.
6. Observe service behaviors of employees and provide feedback to individuals.
7. Interact with customers to obtain feedback on quality of product, service levels and overall satisfaction.
8. Ensure employees understand customer service expectations and parameters.
9. Interact with guests to obtain feedback on product quality and service levels.
10. Emphasize guest satisfaction during all departmental meetings and focuses on continuous improvement.

Managing Projects and Policies

1. Implement the customer recognition/service program, communicating and ensuring the process.
2. Train staff and monitor adherence to all credit policies and procedures to reduce bad debts and rebates.
3. Supervise same day selling procedures to maximize room revenue and control property occupancy.
4. Supervise daily Front Desk shift operations and ensures compliance with all policies, standards and procedures.
5. Ensure property policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard and Local Operating Procedures (SOPs and LSOPs) and support the Peer Review Process.

Supporting Human Resource Activities

1. Support the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
2. Solicit employee feedback, utilizes an "open door" policy and reviews employee satisfaction results to identify and address employee problems or concerns.
3. Bring issues concerning employee satisfaction to the attention of the department manager and Human Resources.
4. Assist as needed in the interviewing and hiring of employee team members with the appropriate skills.
5. Support a departmental orientation program for employees to receive the appropriate new hire training to

successfully perform their job.

6. Participate in employee progressive discipline procedures.

Additional Responsibilities

1. Provide information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
2. Analyze information and evaluating results to choose the best solution and solve problems.
3. Inform and/or update the executives, the peers and the subordinates on relevant information in a timely manner.
4. Perform all duties at the Front Desk as necessary.
5. Run Front Desk shifts whenever necessary.
6. Participate in departmental meetings and continually communicates a clear and consistent message regarding the Front Desk goals to produce desired results.

Competencies

- Excellent Communication Skills
- Initiative and the Anticipation of needs
- Customer service-oriented
- Attention to detail
- Problem solver
- Positive approach
- Fluent in both English and French/Dutch. Knowledge of additional languages is a plus
- Strong understanding of front desk, guest services tasks
- Internationally experienced
- Affinity with a more refined lifestyle hospitality

Education and Experience

Minimum 4-year experience in similar role in comparable property with sizeable rooms and meeting spaces.

Preferred:

- Has demonstrated the ability to always work on behalf of Guests
- Has demonstrated the ability to work with other Team Members
- Successful track record of working in a collaborative/matrixed environment

<http://cardohotels.com/>