We are now seeking an experienced Front Office Manager for the Gleneagle Hotel.

The successful candidate will be responsible for managing and supervision of the Front Desk of the Gleneagle Hotel ensuring exceptional guests’ experience at all times. This role will suit a self starter who is looking to take the next step in their career and would like to work as part of a progressive hotel group.

**Key responsibilities:**

**Delivery of exceptional service**, to role model the standards of customer service that our guest expect, to ensure the team deliver consistently high standards of guest care in line with our operating procedures, to ensure all interactions our guests have with the front desk are positive,

**Team management, to** manage, mentor and motivate our experienced team to ensure delivery of both team and individual goals, in line with the overall hotel strategy

**Sales Culture** To implement and maintain a culture of upselling our wide range of products to our guests, ensuring the knowledge of the team is up to date at all times and working closely with all other departments

**Compliance and due diligence** To ensure high levels of accuracy and compliance by all members of the team with front office system and financial reporting

**Revenue Management** – to work closely with the Revenue Manager and Group Marketing Resource to ensure yield management strategy is developed and executed to maximum effect

**Communication** – to work closely with the hotel management team particualry the Guest Relations Department to ensure the needs of all guests are met and exceeded

**The ideal candidate**

* Previous experience of 2 years in front office management in large hotel
* Proven track record in provision of exceptional customer care and ability to ensure service standards are delivered consistently.
* Previous experience in people management with flair for communication and coaching
* Ability to work enthusiastically within a team.
* Exceptional attention to detail

Being part of the Gleneagle Group there is further career progression opportunities for the successful applicant within the Gleneagle Group

**Interested Candidates must apply via email with CV to:** **hr@gleneaglehotel.com**