

Scheda Dettagliata	
<b>Riferimento</b>	EURES Belgio EOJD 23/03/2021
<b>Mansione</b>	Front Desk Manager (Cruise Ships)
	<p>Front Desk Manager (Cruise Ships)  Workplace country: Belgium  Settore: Accommodation and food service activities  Livello di istruzione scolastica: Post- secondary education (Vocational training)  Esperienza lavorativa: Work experience is required  Languages Fluently spoken English or German  Application methods: Application via platform  <a href="https://www.europeanjobdays.eu/it/node/264_697">https://www.europeanjobdays.eu/it/node/264_697</a> or APPLY NOW WITH  <a href="https://www.hermesrecruitment.com/">https://www.hermesrecruitment.com/</a>  Number of positions: 10  Date of expiry: 31 Dicembre, 2023  Link for more information: <a href="https://www.hermesrecruitment.com/">https://www.hermesrecruitment.com/</a></p> <p>Directly supervises all front desk personnel and ensures proper completion of all front office duties.  Directs and coordinates the activities of the front desk, reservations, guest services, and telephone areas.  Prepare monthly reports and budget for front office department.</p> <p><b>DUTIES &amp; RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Trains and retrains all front office personnel</li> <li>• Participates in the selection of front office personnel</li> <li>• Schedules the front office staff</li> <li>• Supervises workload during shifts</li> <li>• Evaluates the job performance of each front office employee</li> <li>• Maintains working relationships and communicates with all departments</li> <li>• Verifies that accurate room status information is maintained and properly communicated</li> <li>• Resolves guest problems quickly, efficiently, and courteously</li> <li>• Updates group information. Maintains, monitors, and prepares group requirements.</li> </ul> <p>Relays information to appropriate personnel</p> <ul style="list-style-type: none"> <li>• Reviews and completes the credit limit report</li> <li>• Works within the allocated budget for the front office</li> <li>• Receives information from the previous shift manager and passes on pertinent details to the oncoming manager</li> <li>• Checks cashiers in and out and verifies banks and deposits at the end of each shift</li> <li>• Enforces all cash-handling, check- cashing, and credit policies</li> <li>• Conducts regularly scheduled meetings of front office personnel</li> <li>• Wears the proper uniform at all times. Requires all front office employees to wear proper uniforms at all times</li> <li>• Maximize room revenue and occupancy by reviewing status daily Analyse rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily</li> <li>• Monitor high balance guest and take appropriate action</li> <li>• Ensure implementation of all hotel policies and house rules</li> <li>• Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis, and simple configuration changes</li> <li>• Prepare revenue and occupancy forecasting</li> <li>• Ensure logging and delivery of all messages, packages, and mail in a timely and professional manner</li> <li>• Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests managers and other employees</li> <li>• Monitor all V.I.P's special guests and requests</li> <li>• Maintain required pars of all front office and stationery supplies</li> <li>• Review daily front office work and activity reports generated by Night Audit</li> <li>• Review Front Office log book and Guest feedback forms on a daily basis</li> <li>• Maintain an organised and comprehensive filing system with documentation of purchases, vouching, schedules, forecasts, reports and tracking logs</li> <li>• Perform other duties as requested by management</li> </ul> <p><b>QUALIFICATIONS &amp; REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• Valid EU passport</li> <li>• Fluently spoken English or German</li> <li>• Hospitality Management degree</li> <li>• Previous experience in luxury establishments</li> <li>• Proven ability to effectively build and foster a team environment</li> <li>• Ability to make decisions in a fast-paced environment</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated commitment to customer service</li> <li>• Excellent problem solving/decision-making skills</li> <li>• Pleasant and communicative character</li> <li>• Professional attitude and appearance</li> <li>• Reliability and hard work</li> <li>• Great team spirit</li> </ul> <p>REWARDS &amp; BENEFITS</p> <ul style="list-style-type: none"> <li>• Competitive salary and bonuses depending on qualifications and expertise</li> <li>• Seasonal or permanent employment</li> <li>• Medical and Social Insurance</li> <li>• Accommodation and meals</li> <li>• Flight tickets refund upon successful completion of the contract</li> </ul> <p>FOLLOW US</p> <ul style="list-style-type: none"> <li>• <a href="https://www.facebook.com/hermesrecruitment">facebook.com/hermesrecruitment</a> • <a href="https://www.linkedin.com/company/hermesrecruitment">linkedin.com/company/hermesrecruitment</a> • <a href="https://www.instagram.com/hermesrecruitment">instagram.com/hermesrecruitment</a> • <a href="https://www.vk.com/hermesrecruitment">vk.com/hermesrecruitment</a> • <a href="https://twitter.com/hermesrecruit">twitter.com/hermesrecruit</a></li> </ul>
<b>Sede</b>	Belgio
<b>Numero posti</b>	10
<b>Titolo</b>	Post-secondary education (Vocational training)
<b>Azienda</b>	
<b>Tel</b>	
<b>Email:</b>	<a href="mailto:eures@afolmet.it">eures@afolmet.it</a>
<b>Sito:</b>	<a href="https://www.hermesrecruitment.com/">https://www.hermesrecruitment.com/</a>
<b>Indirizzo</b>	
<b>Scadenza:</b>	31/12/2023