



## Front Desk Manager | Hilton Garden Inn

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Join the new Hilton Garden Inn and seize the unique opportunity to help us open and operate this stunning new facility custom designed to offer an exceptional guest experience to Wausau travelers! If you are an energetic hospitality professional or have great work ethic and customer service skills in another industry, this could be the job opportunity for you. We offer an upbeat workplace where teamwork is a must. We happily provide training, free uniforms and annual reviews. Great performance is rewarded with pay raises.

### **Job Summary**

The Front Desk Manager reports to the General Manager and is responsible for providing the front desk leadership needed to ensure an outstanding guest experience.

### **Scope of Work: Front Desk**

- Serve as Manager on Duty as needed.
- Work front desk shifts as needed.
- Assist General Manager in hiring front desk staff.
- Train front desk employees, leading by example with a standard of excellence for:
  - Outstanding guest service face-to-face and via phone and a warm hospitality rapport
  - Prompt and courteous facilitation of arrival, departure, confirmations, cancellations and miscellaneous guest requests.
  - Order and cleanliness of the front desk.
  - Mastery of the reservation and phone system.
  - Concierge suggestions on the local area.
- Coordinate reservations and room assignments for individuals and group blocks.
- Collaborate with Housekeeping and Maintenance regarding room blocks, maintenance issues and special requests.
- Be the expert and champion of the Hilton Honors program.
- Maintain the inventory of front desk supplies, such as key cards, marketing collateral for Hilton Honors and giveaway items for Hilton Honors guests.
- Carry yourself with professionalism, organization, knowledge and style in an effort to provide guests with instant confidence in our property.
- Be a good listener, hearing, comprehending and executing on guest preferences.
- Conduct highly compelling tours of the property as needed in absence of General Manager and Event Manager.
- Stay organized, maintaining a neat, orderly front desk area.
- Advocate continuous improvement, always on the lookout for ways to streamline procedures and improve operations.
- Assist in guest room runs as needed or in absence of a house person.
- Other responsibilities as assigned to support success hotel operations.

### **Qualifications**

- Minimum education of a High School Diploma. Bachelor's degree in Hospitality Management; will consider business-related degree or experience in lieu of.
- Minimum of two to five years of experience in hospitality, customer service or front office operations.
- Outstanding skills in the following areas: customer service, verbal and written communication, relationship development, problem solving, attention to detail and organization.
- Ability to work a flexible schedule that includes evenings and weekends.
- High proficiency with technology, especially hotel reservation systems, the Microsoft Office Suite and Internet.
- Ability to push, pull, carry and lift 30 pounds on a regular basis throughout the shift. Moving furniture, frequent walking, standing, bending and stair climbing are also regular requirements of the job.