

FRONT OFFICE MANAGER

- EMPLOYER'S NAME: Regalia Hotel Group
- JOB LOCATION: Suzhou or Shanghai
- POSITION: Full Time
- MANAGEMENT EXPERIENCE REQUIRED: At least three (3) years supervisory experience
- PROPERTY TYPE: Serviced Residences or Resort depending on the needed posting
- JOB DESCRIPTION:

The Front Office Manager is a member of the Property Management Team. He/she has leadership and management responsibilities for the Front Desk operations and staff.

The Front Office Manager will have the opportunity to utilize his/her skills and talents to:

1. Provide exceptional guest service to all guests, setting the standard for front desk staff to follow
2. Maintain personal contact with guests, clients and community organizations to ensure guest loyalty
3. Supervise front desk staff (along with shuttle van and security staff where applicable) to include recruitment, orientation, training, scheduling, performance management, counseling and other team member relations issues
4. Assist with various accounting/financial functions including AP, AP, city ledger billing, guaranteed no-show billing, direct bill accounts, 100% files, end-of-month reports and other department reports
5. Maximize revenue and occupancy by accurately selling rooms, up selling during reservation calls and at check in, and by making future reservations at check out

What does our hotel offer to you as a new team member?

- * A company culture that focuses on its people
- * A fun, supportive work environment
- * Opportunities for personal and professional growth and development
- * Competitive compensation, bonus program and comprehensive benefits
- * Great worldwide hotel brand room rate discounts

Evenings and weekends are mandatory.

- AVAILABILITY: Immediately
- COMPENSATION: Competitive
- MINIMUM JOB REQUIREMENT:
 - ↳ Male or Female
 - ↳ Age: At least 25 yrs old
 - ↳ Experience: At least 3 years supervisory experience in 5 or 4 star hotel
 - ↳ Language: Chinese & English proficiency is a MUST
 - ↳ Education Background: At least a Diploma Holder
 - ↳ With Pleasing personality

- CONTACT INFORMATION:

↳ Ms. Sarah Cai – HR Manager

Email: hr-shanghai@gch-china.com