

## **FRONT OFFICE SHIFT LEADER**

Under the direction of the Rooms Division Manager the role of the Shift Leader is to oversee and direct Reception Operations & Concierge and ensuring that guest needs are met to the high standard required by the company and expectations are exceeded.

### **The candidate will be responsible for:**

- Leading shifts at Front Office and give direction accordingly to ensure optimum guest satisfaction.
- Takes a proactive approach to the Front Office activities as well as the overall hotels senior management representative, anticipating potential opportunities.
- Take the overall responsibility of groups accommodated at the Corinthia Palace Hotel & Spa.
- Always be readily available when a group is in-house and to be the direct person in contact with the group organiser.
- Supports the hotel operation in times of demand.
- Maintain effective communication within the department and ensure that the Rooms Division Manager is kept well informed of any problems/queries that have arisen.
- Remain up to date on all Special Offers and Packages currently for sale and ensure that all the Front Team is kept up to date.
- To attend to any guest comments brought to his /her attention and deal with these efficiently and courteously.
- To greet and maintain an excellent working relationship with guests/clients and colleagues.
- To entertain existing and potential guests/clients.
- To ensure the night audit and system procedures are accurately followed.
- To ensure continuous cash and credit management within the Reception area particularly with regards to security and conduction daily audit of receptionist and Lead receptionist floats.

### **The ideal candidate will:**

- Have a minimum of two years' experience in the Front Office Department
- Be computer literate and familiar with the Fidelio Opera PMS
- Be logical, accurate and able to handle multi-tasking
- Be fluent in English and another European Language
- Have excellent verbal and written communication



# CORINTHIA

PALACE HOTEL & SPA

MALTA

- Be discrete and confidential
- Be able to work in a dynamic environment
- Be self-motivated, able to work under pressure and adhere to deadlines
- Have good organisational skills
- Portray a professional image commensurate with the values of the Company
- Previous team leading experience
- Crisis management
- Customer Resolution training
- Previous Up sell training
- Previous team leading training and experience

*To be considered for above role please click 'apply' to be directed to our website to complete the online questionnaire.*