

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 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 organizer.
- 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



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- Have excellent verbal and written communication
- 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.