

FRONT OF HOUSE MANAGER

We are currently seeking a Front of House Manager to join our team of Corinthia Hotel Prague in Czech Republic.

Corinthia Hotel Prague beckons with unrivalled panoramic views of this magical city. Located just minutes from some of the city's main cultural and business highlights, including the Vyšehrad Park, Wenceslas Square and the Pankrac Business District, Corinthia Prague is the ideal destination for business and leisure travelers alike.

Scope and Purpose

Corinthia Hotel Prague is offering a challenging opportunity for the position of Front of House Manager.

Entry Requirements

Corinthia Hotel Prague is looking for a candidate for the position of Front of House Manager who will be responsible for the entire Front Office Operations, Concierge, Night Audit, Guest Relation as well as Porters team, to provide highest level of service to hotel guests and ensure optimal revenue by generating sales in terms of occupancy and average room rate.

Responsibilities:

- Takes a proactive approach to the Front of House activities and anticipating potential opportunities.
- Supports the hotel operation in times of demand.
- Reports any complaints to the Hotel Manager.
- Ensure the Front of House team is correctly staffed and trained with a suitable team for their function, and to ensure that these team members can perform their duties to the standard required by the hotel and the company
- Attends to any guest comments brought to their attention either directly or through the Hotel Manager, General Manager or other Head of Department and to deal with these efficiently and courteously.
- Ensure that the rota is prepared well in advance and checked weekly to ensure it reflects the business needs and fluctuations (last minute pick-up, groups, etc.)
- Ensure that the Reception and Telecoms operations are operating efficiently and effectively 24 hours a day.
- Liaises regularly with the Executive Housekeeper and Chief Engineer.
- Checks with the reservations office and ensure that correspondence checks are made consistently.
- Liaises with Guest Relations and Duty Managers to ensure VIP allocations are made, amenities arranged and VIP guests met.
- Ensure the night audit and system procedures are accurately followed.
- Participates on the Duty Managers rota and the duties/routines it includes when necessary.
- Ensures that any incidents logged in the Duty Manager Logbook are updated in the relevant client files.

Other skills that will need to be demonstrated include:

- Front of House experience including management experience, preferably in a 4 or 5 stars hotel.
- Fluent knowledge of English and Czech language.
- Systematic and structured approach.
- Organizational, leadership and communication skills.
- Understanding and anticipating guest needs, being attentive and taking ownership of getting things done.
- Experience with Microsoft Office, Opera or Fidelio.

Benefits

- 5 weeks of holiday after 1 year of employment and 1 extra day off on your birthday
- Meals on duty
- Discounted Beauty Salon, Food and Beverage and accommodation rates – in London and across our the Corinthia Hotel International portfolio
- Complimentary dry cleaning of business attire/uniform
- Professional learning and development programs (Language courses)
- Interesting career opportunity and professional growth
- Intra & intercompany transfer opportunities (subject to service & performance)
- Contributory pension scheme provided
- Multisport card
- Free use of Panorama Hotel's Spa – Top Deck Spa
- Annual Travel Card

To be considered for the Front of House Manager role please click 'apply' to be directed to our website to complete the online questionnaire.

APPLY