



We are seeking a highly motivated, organized and guest orientated individual to join
The Reefs Resort & Club

Front Office Manager

Responsible for the management of all aspects of the Front Desk, Bell services, Concierge, PBX, and Reservations functions, in accordance with The Reefs' high standards

Major responsibilities include but not limited to:

- Management of daily operations of The Reefs Resort front desk, reservation, concierge, bell services, and PBX
- Liaise with Club Manger for effective running of both front desks
- Continuous awareness and implementation of new Standards to improve and maintain the highest level of Guest satisfaction.
- Recruitment, training and continuous development of staff
- Prepare and adjust weekly work schedules in accordance with staffing guidelines and labour forecasts.
- Preparation and monitoring of budgets, payroll and capital expenditures
- Maintaining inventory controls of all supplies and equipment
- Overall management and administration of property management system, including building of rate codes, packages and all other aspects relevant to daily operations
- Control online inventory for website booking engine and other wholesalers with allotments.
- Keep up-to-date on European Tour Operators and liaise with area representative as needed.
- Designate and apply appropriate travel agency commissions
- Monitor and ensure that all cashiering procedures comply with Accounting policies and standard
- Planning and successful execution of all special events for Guests, including group reservations
- Act as Manager on Duty as scheduled

Pre-requisites for this post:

- Minimum of 2 years' experience managing a front office environment, preferably at a 4 star hotel or equivalent
- Working knowledge of all other departmental hotel operations
- Proven track record of organizational skills, forward thinking, excellent time management and the ability to plan and direct the daily operations of a busy department
- Computer Literate – solid understanding of Microsoft Excel, Word, Outlook, and Property Management Systems. Knowledge of Springer Miller an asset
- Willingness to work split shifts, evenings, weekends and public holidays.
- Proven record of success in employee and union relations
- Recognized certification in Hotel Management is preferred

If you are vibrant, possess lots of energy, willing to go the extra mile and have a love of tourism and Bermuda – please apply.

Please collect an application from our Front Desk at 56 South Shore Road Southampton or contact gmadminas@thereefs.bm Closing date: Nov. 8, 2013

Please include two employment and character references

The Reefs like other establishments in Bermuda has a 'Drugs and Alcohol Don't Work Here Policy' and is an equal opportunity employer.