



**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 [gmadminasst@thereefs.bm](mailto:gmadminasst@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.