

THE LOREN

AT PINK BEACH

FRONT DESK MANAGER:

Seeking an organized, efficient, and customer service-oriented Front Desk Manager to lead our growing team and handle the day-to-day operations of our front office and concierge department/s. This role is a vital part of our front office success therefore you will act as the face of our establishment. You will ensure team members are prepared and well-informed to deliver Guests an exceptional experience from check-in through check-out. You will be responsible for managing the first impressions of our Guests and, therefore, must perform the following tasks to the highest standards: Create, implement and maintain superior guest service and philosophy by ensuring ongoing training and coaching takes place in line with the departments Standard Operating Procedures. Guarantee all staff remain up-to- date and familiar with activities onsite, local attractions, current events, and other information in order to provide accurate information to our Guests. Lead the Concierge Teams creativity initiatives to ensure the Loren Experiences and Concierge excursions suggested are always of a superior and unique quality. Provide support and step in as needed so that the Front Desk and Concierge staff may quickly and effectively respond to guest requests and issues. Assist your manager with tasks listed but are not limited to; handling paperwork and other administrative duties, addressing customer queries and complaints, monitoring customer satisfaction, and partaking in the community management surrounding the social media projects and initiatives of the Hotel. This job role will be extremely hands on, the Front Desk Manager will need to build and establish connections with all our loyal repeat Guests, club members, VIPs and high net worth individuals that occupy our premium room types. The Loren also comprises of luxury Villas and Residences therefore you will be fully responsible for overseeing the entire operation relating to all/ any front office and concierge needs these units require from their owners and hotel guest occupants.

This position requires high energy and an outgoing personality. Assertiveness, creative problem solving, good judgment, initiative, and the ability to work independently, to be a good leader and role model for the company. Experience in a managerial role overseeing front office staff or a similar role in a luxury hotel environment is required. Exposure and experience to concierge related departments is an added advantage. Experiencing working abroad with various cultures is a plus. If you have excellent communication skills and leadership experience, we highly encourage you to apply.

This position involves shift work including weekends, nights, and public holidays. This role also requires a good physical condition as heavy lifting and physical labor may be involved.

You may apply directly to The Loren at Pink Beach "Careers Website" by going to <https://thelorenhotel.bamboohr.com/jobs/> Application Deadline is the 19th of January 2022