



Front Office Manager
Job Description
Siem Reap December 2019

TEMPLATION is a 49-villa resort opened in 2016 next to Angkor Archeological Park and bearing a strong environmental consciousness. Our guests have an interest in exploring the local culture, history and are conscious about the nature and wellbeing. The brand is scheduling the opening of several new hospitality businesses, including several hotels, a residence, restaurants and a hotel school. Further developments are planned for the foreseen future, with some boasting strong wellness components. Organic products are currently being considered to sustain the brand positioning.

Templation ambitions to drive-up its services and the overall experience of its guests, while developing the competences and careers of its teams.

Templation designated properties are operated by Maads (see www.maads.asia for more details).

Job Summary

The Front Office Manager is responsible for leading the Front of House team, driving guest satisfaction, maximizing revenue and cost control within all Front of House departments.

Detailed Responsibilities

Leadership & Human Resources

With each head of department / manager,

- Conduct interviews with potential candidates and validate staff recruitment.
- Establish the managers' performance and development goals, and review once a year.
- Provide mentoring, coaching and regular feedback to help them manage conflict and improve their performance.
- Oversee all team members' development; discuss evaluations, promotions, transfers or disciplinary actions.
- Ensure all team members are trained in compliance with company policy, laws, safety regulations and quality and service standards.
- Prepare or oversee all departmental shift schedules.
- Ensure grooming and general appearance of team members conforms to hotel standards.
- Ensure all team members have the necessary tools and equipment, and are empowered to carry out their duties.

Customer Service

- Always greet the guests with a warm smile.
- Be fully conversant with all services and facilities offered at the hotel.
- Resolve customer issues, complaints, problems in a quick, courteous and efficient manner to maintain a high level of customer satisfaction and quality service.



Operations

Standards & Procedures

- Ensure maximum profitability and quality standards in all departments under his/her control.
- Analyse and appraise adherence to organizational policies, procedures and standards to ensure effectiveness of departments under his/her direct control.
- Ensure that all Financial and Audit Procedures are respected. The FOM will realize some "spot checks": Bucket Checks, Cashier Closures, Registration cards and correspondence, Rebates, Paid Out...
- Ensure that the immigration registration is done fully as per procedures established.
- Review, develop and implement necessary Front Office Standard Operating Procedures.
- Review daily arrivals and departures with supervisors.

Finance & Control

- Participate in the preparation of the annual departmental operating budget and financial plans.
- Control and follow that revenue is within the established budget guidelines.
- Ensure that proper financial procedures are in place.
- Responsible for the main safe and change
- Monitor and control labour costs.

Sales, Events & Marketing

- Ensure that all promotions are known by the team members and implemented correctly.

Communication

- Hold regular one to one meeting with each head of department to review operations.
- Hold regular Front Office management meetings to follow up on operations and events.
- Hold regular department meetings to communicate all important information and news to the team members.
- Work closely with reservations and housekeeping to optimise all customer requests.
- Participate to all management meetings and work closely with all department heads.

Reporting

- Provide management with information regarding client satisfaction and activities of competition.
- Prepare monthly report.
- Make frequent suggestions to management in reference to improvement of general operations, promotions, cost control and profitability.

General

- Have complete knowledge of the Hotel's policies (fire, security, handbook, etc.).
- Have complete knowledge of the Hotel's quality and service standards, departmental procedures.
- Attend all training sessions scheduled by the management.
- Always keep a very good and professional attitude towards all colleagues.
- Maintain excellent grooming standard at all times.
- Remain calm and alert, especially during emergency situation and/or heavy hotel activity, serving as a role model for the team and other hotel employees.
- Occasionally perform other duties and assist with special projects as assigned, serves as manager on duty.



TEMPLATION
ANGKOR

MAADS & HOTEL

Profile

- Experienced in a similar role, preferably within the hotel/hospitality industry
- Diplomacy and communication skills to handle any complaints and emergencies in a level-headed manner
- No fear of decision-making
- Excellent communication skills both written and verbal
- Highly organised with attention to detail
- Familiar with budgeting
- Proven experience in motivating, training and managing a team
- Positive outlook and outgoing personality
- Ability to utilise interpersonal and communication skills to lead, influence, and encourage others
- Fluent in English. French, Khmer or Chinese being a plus.

Conditions

Working hours: planned according to hotel occupancy, six days a week.

Salary & Benefits: will be discussed during the interview.

Closing date: **31st January 2020**

Please send CV (2 pages max) and cover letter to lorenzo@templation.asia and hr@templation.asia
www.maads.asia/templation

Please note only locally present and shortlisted candidates will be contacted.