



Wivenhoe House Hotel Ltd

Job Pack – Front of House Manager

Wivenhoe House is a beautiful 18th Century four-star hotel, near to the pretty quayside village of Wivenhoe, and minutes from Britain’s oldest recorded town, Colchester. The hotel not only offers luxury, overnight accommodation, but also accommodates, weddings, conferences, private parties and more. Wivenhoe House runs popular hotel events and has a thriving brasserie bar & restaurant which includes a 110 cover modern restaurant and 120 cover banqueting facilities.

We require an experienced and professional customer-focused individual to join our friendly front of house team as Front of House Manager. This role oversees all operations of a busy reception desk and all associated Front Office duties.

The role is shift based, working five days in seven with a mix of early, late and mid shifts and the occasional night shift to cover holiday.

Previous experience within the hospitality industry in a similar role is essential and you will need to be highly organised with a smart and professional demeanour. You will need to be IT literate and have experience of working with booking systems. You will also have past experience of managing a small team of staff, training and mentoring and be enthusiastic about working with the degree students of Edge Hotel School.

JOB DESCRIPTION

Job Title:	Front of House Manager
Contract:	Full-time, permanent
Hours:	40 hours per week (to be worked flexibly 5 days from 7)
Salary:	£25,943 per annum from 1 April 2022
Responsible to:	Deputy General Manager
Responsible for:	Managing Receptionists and Night Porters
Purpose of job:	To supervise and control all Front of House areas to the standards laid down, maximising revenues and profits to agreed budgetary limits.

Duties of the Post:

1. To ensure that guests are greeted, checked in and allocated rooms promptly and courteously.
2. To ensure that check-in procedures are strictly adhered to and that the correct address and charge out details are obtained from each guest.
3. To be readily available at all times to deal with problems or complaints.
4. Liaise with housekeeping to ensure that rooms are ready for arriving guests.
5. To ensure maximum room occupancy.



6. To ensure that reservations are taken correctly and courteously.
7. To ensure effective liaison between all departments (e.g. Restaurant, Housekeeping).
8. To ensure that all charges are correctly entered on the guest's bill and that this is up to date at all times.
9. To ensure that credit control procedures are strictly adhered to, that no bills exceed the stipulated limit without prior approval and that written confirmation, purchase orders, or order numbers are on file.
10. To ensure that accounts are balanced daily.
11. To ensure effective and speedy check-out facilities.
12. To ensure that luggage is delivered to and collected from rooms speedily.
13. To ensure that enquiries, messages and reservations are dealt with courteously and efficiently.
14. To ensure that all Front of House staff are correctly and smartly dressed at all times.
15. To ensure that all Front of House areas are clean and tidy at all times.
16. To ensure that guest requests and deliveries are handled as required.
17. To ensure that incoming and outgoing telephone calls / emails are handled promptly and courteously.
18. Liaising with suppliers and service providers as and when required in order to resolve any issues.
19. To carry out systematic checks of all Front of House areas for maintenance requirements, repairs or refurbishing, ensuring that these are actioned without delay.
20. To ensure that the Hotel Entrance is easily accessible to cars and taxis at all times.
21. To ensure that all staff are offered an appraisal at least once per year; identifying areas of strong performance, development and training needs and ensuring that this training is effected.
22. To carry out or ensure that regular On-the-Job training is taking place to agreed standards.
23. To hold regular meetings with members of your department.
24. To ensure that staffing levels are correct and within agreed budgets.
25. To ensure maximum security in all areas under your control.
26. To undertake Duty Management shifts when required.
27. To attend Management Meetings as required e.g. monthly HOD meeting, bi monthly Health & Safety meeting.
28. To build a rapport with all guests, in particular regular and corporate.
29. To ensure accurate and timely submission of all reports and administrative work.
30. To be aware of trends within the industry and current financial position of the Hotel and to offer suggestions for improvement accordingly.
31. To manage the holiday process for the Reception and Night Porter teams ensuring that there is no impact to the business.
32. To facilitate the training and mentoring of Edge Hotel School students to ensure that their hotel experience meets with the requirements of their Degree.
33. To undertake any reasonable task as requested by the General Manager or his/her designate.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances and do not form part of the contract of employment.



PERSON SPECIFICATION

JOB TITLE: Front of House Manager
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Qualifications /Training

	Essential	Desirable
▪ Hospitality qualification to NVQ Level 5 or similar		X

Experience/Knowledge

	Essential	Desirable
▪ Previous hospitality experience in a similar role.	X	
▪ Experience of managing accounts to ensure that all revenues are captured and paid.	X	
▪ Experience of training and mentoring staff and/or students.	X	
▪ Experience of using computerised booking systems	X	
▪ Experience of working at a 4 or 5 star establishment		X
▪ Experience with Reslynx PMS system		X

Skills/Abilities

	Essential	Desirable
▪ Excellent communication skills	X	
▪ Good people management skills	X	
▪ Good organisational skills.	X	
▪ Excellent people skills	X	
▪ Ability to deal with guests such that all guest needs are dealt with	X	

Other

	Essential	Desirable
▪ Ability to meet requirements of the UK right to work legislation	X	

* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect, for example a UK/EEA passport or identity card; a full UK birth certificate; a Home Office document or visa evidencing the right to take this employment. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post.