

## JOB DESCRIPTION FOR FRONT OF HOUSE MANAGER JANUARY 2024

A list of job duties associated with your job title is set out below. This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

<b>Job title</b>	<b>Front of House Manager</b> Burleigh Court Hotel and Holywell Park Conference Centre.
<b>Band</b>	B5
<b>Team</b>	Operations
<b>Purpose of role</b>	<p>The leader of all front of house operations across Burleigh Court Hotel and Holywell Park Conference Centre, driving and coordinating all daily business operational standards to ensure consistent customer service excellence while having full ownership, accountability of the profit and loss accounts. To be a fully committed ambassador driving our six key company values and championing our people and planet philosophies.</p> <p>In order to support a successful front of house systems operation, the FOH Manager must lead from the front, motivating, training and recruiting the highest level of team members as well as building relationships with hotel guests and clients. The FOH Manager must ensure continuous improvement is embedded into the day to day running of all areas while focusing on managing and achieving of profit and quality for all front of house operations at Burleigh Court and Holywell Park. The role will focus on understanding external competition and trends while enhancing the offering, being flexible with all customer types daily.</p>
<b>Reports to</b>	Deputy General Manager
<b>Manages</b>	Reception Manager Conference and Events Manager Night Duty Managers
<b>Main duties</b>	<ul style="list-style-type: none"> <li>• Successfully embody the personalised experience of our guest's journey, creating tailored experiences and that every guest leaves after a positive visit.</li> <li>• Achieve budgeted revenues and expenses and maximise profitability related to the front of house operations at Burleigh Court Hotel and Holywell Park Conference Centre.</li> <li>• To identify revenue opportunities and execute daily.</li> <li>• Manage all Holywell conferences and supports events for day to day operations within budgeted guidelines and to the highest standards ensuring conference, food and beverage and guest service quality.</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify customer needs and respond proactively to all their concerns.</li> <li>• Lead the Front of House &amp; Events team by attracting, recruiting, training, and developing a high-performance team.</li> <li>• Provide inspirational, motivational, and visible leadership to all team members.</li> <li>• Establish targets, KPI's, schedules, policies, and procedures to deliver consistent excellent customer service.</li> <li>• Analyse customer feedback, ensure customer satisfaction targets are exceeded, guest issues are resolved effectively, and continual improvement is implemented.</li> <li>• Full operational P+L accountability ensuring forecasting and labour costs, purchasing is in line with budget/revenue.</li> <li>• Market guest experience offerings, develop and manage the implementation of package deals, promotions, displays, decorations and presentation in partnership with the Food &amp; Beverage &amp; Events Manager to achieve sales and financial goals and objectives.</li> <li>• Ensure the operation is fully compliant with licencing regulations, Health and Safety policies, Food Hygiene, COSHH and Fire regulations, always ensuring the health and safety and security of all guests and team members.</li> <li>• Accountability of the overall front of house department with the support of the Reception Manager and Front of House Lead Supervisor to fulfil the overall front of house delivery.</li> <li>• Clear understanding of all reception, conference, and events operations, understanding current trends, direction of audio visual, product placement and all event requirements.</li> </ul>
People skills	<ul style="list-style-type: none"> <li>• Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs.</li> <li>• Strong communication skills. Ability to communicate effectively and listen to guests and team members .</li> <li>• Good judgement skills to determine reactions and responses and to make sound decisions.</li> <li>• Honesty to be able to build trust with hotel guests and team members.</li> <li>• Proactive problem solving to come up with solutions and deliver a perfect outcome with ever changing information and requests within the operation.</li> <li>• Leadership skills to motivate your team and help those around you do their best work.</li> </ul>

Technical skills	<ul style="list-style-type: none"> <li>• Experience in running an even split of reception and conference and events meeting operations within a full service 4-star conference and events hotel, minimum of 100 bedrooms. Minimum of 200 covers. Or managing a full-service front of house events space/operation at head of department level.</li> <li>• A solid front of house background with understanding of trends within a high-volume business conference hotel.</li> <li>• A solid Conference and Events background with experience of running full conferencing and events within a 4-star venue.</li> <li>• Experience of managing team members effectively over multiple sites and maximising resources.</li> <li>• Experience of motivating, training, and developing a high-performance team.</li> <li>• A solid knowledge of Audio Visual and conference set ups for multiple events.</li> <li>• Good knowledge of property management systems, visual and IT systems for conference and hotel guests.</li> <li>• Proven ability to increase operational profitability within front of house and events.</li> <li>• Evidence of full accountability of operational P+L accounts/budgets.</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• Experience managing a full front of house operation as a Reception Manager, Customer Relations Manager, Head of Department, Assistant Venue Manager.</li> <li>• Full driving licence/ ability to travel when needed.</li> </ul>

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)

Signature of Manager

Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)

Signature of employee

Date