



THE REEF
HOTEL CASINO
CAIRNS AUSTRALIA



Front Office Manager

We are currently seeking a motivated and enthusiastic hospitality professional with a 'hands on' management style focusing on ensuring profitability and efficiency without compromising our high service standards. The successful applicant will also be a leader, trainer and motivator with proven cost control and revenue generating ability.

Experience in all aspects of team management and motivation including training is critical to this role, as is attention to detail to ensure that the small things are not forgotten when it comes to our guests. The successful applicant will possess recent relevant Front Office supervisory / managerial experience, be ambitious, and is driven by performance and achievements.

In this role you will be accountable for developing and implementing business strategies and services which meet the needs of our valued guests and employees. This includes but is not limited to maximizing hotel revenue and occupancy / yield management, staff training, rostering, budgets, recruitment and ensuring guests receive outstanding service at all times.

You will oversee the daily operation of Front Office Management, Supervisors, Reception, Reservations, Switchboard, Porters and Night Audit.

Key Requirements

- Exceptional guest and customer service focus.
Exceptional attention to detail.
- Demonstrated training and staff management skills.
- Proven ability to meet deadlines and work under pressure.
- Previous experience with Fidelio system.
- A solid understanding of yield management, revenue optimisation, strategic forecasting and working within the constraints of a budget.
- A desire to develop your individual team members to their highest capacity.
- Able to communicate standards and expectations clearly and concisely.
- Advanced Knowledge of Fidelio and Microsoft Office is essential.
- Excellent communication skills both verbal and written.
- High standard of presentation and hygiene.
- Self motivated, reliable and honest.
- Flexibility with shifts.

You will be rewarded with a competitive salary and a challenging working environment. Staff benefits include: In house training for career development. Amenities including shower facilities and staff lounge.

Accommodation, food & beverage discounts for you, family and friends (dependant on tenure).

We also provide a clean safe multicultural, people friendly environment.