

Home2 Suites by Hilton Hillsboro
JOB DESCRIPTION – Front Office Manager

Reports to: Assistant General Manager and/or General Manager

Overall Health and Safety Summary – in accordance with the State of Oregon BOLI mandate, each task below has a corresponding Exposure Risk Level as defined by the new Emergency Temporary Standard (ETS).

All Tasks Assigned in the below JOB DESCRIPTION have been given a LOW, MEDIUM, HIGH or VERY HIGH Emergency Temporary Risk (ETS) assessment, as mandated by BOLI, based on 7 main factors: task itself, work environment, # of people in relation to size of area, working distance, duration and frequency of possible exposure, hazards encountered, and possible presence of a virus.

Your specific hotel BRAND training addresses most BOLI requirements and will be assigned you accordingly Those training modules as well as the specific job tasks below make the whole of your Job Description. Additional training may be assigned as needed or required by either Federal, State, Local, Brand or Company directives.

PRIME DIRECTIVE: Guest Satisfaction & Safety, Employee Satisfaction & Safety, and Fiscal Responsibility is the pillar on which a hotel company thrives. Every employee, regardless of his or her position, accepts responsibility for the above 3 pillars. **Prior OnQ systems experience required.**

SERVICE TASKS:

- MEDIUM Exposure - Each associate will adhere to a strict code of providing excellent and consistent service through Brand Directed Initiatives.
- MEDIUM Exposure - Acknowledge and greet ALL guests within 15 feet of you and engage with them within 6 feet of you.
- MEDIUM Exposure - Be prepared to answer guest questions regarding the hotel, facilities and services. If unable to answer question, seek a co-worker who can.
- MEDIUM Exposure - Courteously accommodate special request of guests. If unable to accommodate, seek a supervisor who can.
- MEDIUM Exposure - Coordinate with other departments to fulfill special guest requests.
- MEDIUM Exposure - Take action to solve guest problems/complaints using appropriate service recovery guidelines
- LOW Exposure – Complete all BRAND Service Training modules assigned to you.

SAFETY TASKS:

- MEDIUM Exposure – Wipe down and sanitize all equipment which you will be using during the course

of your shift on a regular basis.

- MEDIUM Exposure - Know and follow hotel emergency procedures according to Hotel and Brand Standards.
- MEDIUM Exposure - Practice safe work habits, particularly with regard to lifting techniques and proper handling of cleaning products.
- MEDIUM EXPOSURE - Locate and understand Material Safety Data Sheets and protocols for accidental chemical spillage or exposure.
- MEDIUM Exposure - Follow established hotel safety protocols and procedures at all times. Immediately report any safety incident to your Supervisor, the General Manager or the Manager on Duty.
- MEDIUM Exposure - Follow proper key control procedures for issued keys, or keys left by guests in room/suite.
- MEDIUM Exposure - Bring all lost and found items to the Executive Housekeeper, Manager on Duty and/or General Manager for secure storage.
- LOW Exposure - Operate equipment in a correct and safe manner. Immediately report malfunctioning equipment to your Supervisor.
- MEDIUM Exposure - During any Health Emergency (i.e. Covid19 pandemic), all employees are required to wear proper Personal Protective Equipment (PPE) according to Federal, State or Local mandate, Brand standards or hotel policy.
- MEDIUM Exposure - During any Health Emergency, any associate performing work in the hotel public space will adhere to strict cleaning and social distancing guidelines.

COMMUNICATION TASKS:

- LOW Exposure - Use any communication device in which a guest can hear you in a professional manner and at a volume level that is not too loud as to disturb guests or others.
- MEDIUM Exposure - Work as part of a team and communicate with other departments as per hotel procedures to ensure excellent quality and service
- MEDIUM Exposure – Attend, participate and /or facilitate in department or hotel meetings as directed.
- LOW Exposure – Complete reporting specific to your job description as directed in a timely and accurate way.
- LOW Exposure - Create and maintain positive, professional working environment with fellow co-workers as well as guests.

MISC

- MEDIUM Exposure - All other reasonable duties and special projects as assigned.
- LOW Exposure – Participate in ALL training modules assigned with the objective of passing the course as required of the Brand.
- MEDIUM Exposure - Participate in the weekend MOD Program as designated by your General Manager either by a “rotating” schedule or by “a shift in days worked schedule”.

- MEDIUM Exposure – If applicable, drive defensively and safely when driving the hotel van. Wear your seat belt at all times. Use the van only for company business.

ROLE SPECIFIC DUTIES:

Office Duties

- MEDIUM Exposure - Plan and distribute work assignments for the department.
- MEDIUM Exposure – Attend Daily “stand up” meetings and review important directives for the day as well as inspect uniform compliance.
- MEDIUM Exposure – Create, Train and Execute the Daily Checklists for the front desk staff.
- MEDIUM Exposure – Work the desk shifts as needed during slow, predetermined budgeted parameters or short-staffed periods.
- LOW Exposure - Coordinate waitlisted reservations with Sales Department.
- LOW Exposure - Monitor suite availability and develop the hotel’s yield management system with General Manager and Director of Sales or sales manager, to maximize room/suite revenue.
- LOW Exposure - Update availability from cancellations and arrival and departure date changes.
- MEDIUM Exposure - Ensure an effective cash control system is in place and that all credit card and check cashing policies are followed.
- LOW Exposure - Monitor posting of guest charges to minimize lost revenue.
- MEDIUM Exposure – Answers Phones as needed.
- MEDIUM Exposure – Periodically complete a lobby sweep and tidy and disinfect as needed.
- LOW Exposure - Advise Maintenance of necessary work orders.
- MEDIUM Exposure - Interact with Sales and Housekeeping personnel to coordinate meeting room needs.
- LOW Exposure - Maintain A/R billing with GM approved accounts.
- MEDIUM Exposure - Maintain inventory for the hotel sundry shop and reorder as necessary.
- MEDIUM Exposure - Responsible for the administration of key control procedures.
- MEDIUM Exposure - Ensure proper procedures for guest safety deposit boxes.

Profitability & Control

- LOW Exposure - Responsible for department payroll administration
- LOW Exposure - Schedule personnel within budget guidelines and occupancy projections to assure appropriate staffing.
- LOW Exposure - Participate in department expense and labor budgeting preparation.
- LOW Exposure - Maintain purchase records and participate in the preparation, control and performance of all budget line expenses
- LOW Exposure - Maintain an inventory of special guest service items, such as cribs, irons, etc.
- MEDIUM Exposure - Conduct a monthly linen inventory to determine if and adequate inventory exists. Reorder as appropriate.
- LOW Exposure - Order laundry supplies, kitchen items, small appliances, paper products, and other room/suite supplies as needed according to budgeted parameters.

- LOW Exposure - Assists with Capital Improvement projects as directed.

Brand Knowledge & Adherence

- LOW Exposure - Passes the Brand initiated Quality Assurance inspections. Provides Corrective Actions for any deficiencies and/or corrective actions.
- LOW Exposure - Maintains knowledge of product and service quality standards for the Brand.
- LOW Exposure - Ensures adherence to Brand standards.
- LOW Exposure – With the direction of the GM, monitors Customer Service scores through Brand Reports, Social Media and 3rd Party Sites. Ensure deficiencies are addressed and corrected.
- LOW Exposure - Completes all End of Month Reports as directed – corrects deficiencies within 30 days before the next End of Month cycle.

Human Resources

- MEDIUM Exposure - Recruit, hire, train, and supervise department personnel with the objective of providing exceptional service to guests in accordance with company quality assurance standards. Ensures best practices are being used in the execution of hiring and training.
- MEDIUM Exposure - Actively supervise department personnel with authority to issue oral and written warnings and reprimands when policies and procedures have been violated or to document poor work performance, and to discharge employees, with approval of the General Manager.
- MEDIUM Exposure - Conduct all department personnel performance appraisals.
- MEDIUM Exposure - Assists or establishes training and development programs for all associates.
- MEDIUM Exposure - Administers the annual performance review of immediate reports

Safety & Service Leadership

- MEDIUM Exposure - Train department personnel in the appropriate use of supplies, cleaning agents, and equipment.
- MEDIUM Exposure- Develop a department attitude designed to promote customer satisfaction.
- MEDIUM Exposure - Assist the General Manger in resolving guest complaints concerning the Front Desk or billing inquiries which include 3rd party/ OTA complaints.
- MEDIUM Exposure - Coordinate with other departments to fulfill guest special requests.
- MEDIUM Exposure - Administer and follow department key control procedures.
- MEDIUM Exposure - Educate department personnel on emergency procedures, safety precautions, and safe work habits.
- MEDIUM Exposure - Promote good employee communication through department meetings, employee feedback, oral and written communication, and proper training.

For information, please contact Melissa Del Balzo | Melissa.delbalzo@hilton.com.