

Duty Manager

General Purpose

Primarily responsible for ensuring Front Office shifts are run efficiently, providing outstanding guest service, leading and providing training to all Front Office staff.

Key Duties:

- Ensure smooth operation of Front Office Department
- Ensure quality and standards are met consistently
- Anticipate guest needs and proactively manage their expectations
- Assist the hotel management in daily operations; ensuring delivery of exceptional guest service from each department
- Ensure prompt resolution of customer issues
- Have full knowledge of the hotel and all departments

Requirements:

- Possess supervisory experience in Hospitality Industry
- Possess excellent customer service skills
- Have a pleasant manner in dealing with customers and team members alike