



# FRONT OFFICE MANAGER

The first and last impression is created by you and your team – a truly warm welcome and a sincere goodbye, which invites for many returns. You are a genuine host, willing and able to show our guests why #LIFEISBETTERINBIKINI. Open minded, interested and passionate you want to develop your Team and your daily Operation, striving for continuous improvement. Leave your footprint in our newly opened Hotel and in our young, growing company.

## YOUR MAIN TASKS WITH US WILL BE:

- ◆ Manage all daily Front Office operations like various guest services, check-in, check-out, room allocation, inventory and availability, cashiering, deposit and voucher handling, guest correspondence
- ◆ Control all reception related cost & revenue centers
- ◆ Be on stage, approachable for our guests and your team
- ◆ Respond to guest inquiries, requests and issues, in a timely, warm and efficient way and find solutions for all guest concerns
- ◆ Monitor and assess inhouse and online guest feedbacks, evaluate and address issues and take action for the necessary improvements
- ◆ Observe the guest demand and get involved in the development of upselling and marketing initiatives, as well as rate strategies with the respective department heads and the GM including budgeting and forecasting
- ◆ Recruit, interview and train new team members
- ◆ Monitor and develop team- and individual performance by providing scheduling, supervision, setting goals and giving continuous feedback
- ◆ Ensure product and process quality through procedure implementation, on- and off-the-job trainings, control and feedback
- ◆ Being the contact person for all Front Office System related questions
- ◆ Taking care for an inter-divisional flow of important information and a gapless communication within

your department. Your team is up to date concerning the current business, our particular products and services, activities and facilities, events, pricing and policies, as well as knowledge of Port de Sóller and its beautiful surrounding

- ◆ Ensure your team is aware of the Bikini CI and applying it in all internal and external communications
- ◆ Organizing team building Meetings and activities
- ◆ Ensure that the atmosphere of our hotel is inviting, welcoming and clean at all times

## WHAT'S IN YOUR LUGGAGE? YOU HAVE/ YOU ARE...

- ◆ ...experience in a leading position at the Front Office
- ◆ ...fluent English and Spanish, German would be great, the more languages the better
- ◆ ...an inspiring personality
- ◆ ...open minded, thinking out of the box
- ◆ ... a genuine host
- ◆ ... a role model and a team leader
- ◆ ...solution oriented
- ◆ ...a developer
- ◆ ...not afraid of numbers and figures
- ◆ ...good in prioritising and organising yourself
- ◆ ...a team player with hands-on-mentality
- ◆ ...keen, to take over a key position in one of the most beautiful and particular hotels of the island

Do you want to join our great team? Then apply with your CV including salary expectations. Ramona Kötting is looking forward to all applications and is the contact person for all questions that may arise at [rkoetting@bikini-hotels.com](mailto:rkoetting@bikini-hotels.com).