

Opportunity Knocks

Opportunity: Front Desk Manager

Location: Cabot Lodge – Millsaps, Jackson, MS

Supervisor: Ronnie Roe, General Manager

Position Purpose: The Front Desk Manager of a hotel oversees front office and guest services staff. Primary duties supervised include guest registration, reservations, and services. Often serves as Manager on Duty.

Job Description

- Manages the reservation function to maintain highest possible room occupancy and average daily rate through suggestive selling by employees.
- Oversees both AM and PM shifts.
- Maintains Front Desk personnel – recruits, hires, trains and develops disciplines and terminates and retains staff.
- Schedules staff and manages front desk productivity to concurrently maintain standards of guest service quality and maximize profits for the hotel.
- Increases the level of guest satisfaction by delivering an improved product through guest focused employees.
- Handles guest complaints.
- Conducts performance reviews and analyses for desk personnel.
- Maintains procedures for bank deposit, credit control and handling of financial transactions.
- Bills no-shows and handles charge-backs.
- Handles pre-payment reservations.
- Reviews daily commissionable arrivals.
- Supervises payroll, transmittals and petty cash transactions.
- Re-checks the audit and shift reports.
- Oversees daily balance on ledger trays.
- Orders desk supplies and maintains inventory.
- Receives departmental-related guest complaints and ensures corrective action is taken.
- Manages the department in compliance with established company policies and procedures.
- Completes month-end, time and attendance liability reports.
- Manages in compliance with established local, state and federal laws and regulations.
- Achieve budgeted revenues and expenses and maximizes profitability related to the guest services department.

Qualifications/Requirements

- High School Diploma or Equivalent preferred
- Prior Customer Service experience preferred

- Basic Computer Skills a plus
- Must report for work adhering to a regular schedule

How to Apply

Please send an email describing your interest and capabilities (with an up to date resume attached, if possible) to the following:

Ronnie Roe, General Manager

rroe@mihg.com

Cabot Lodge – Millsaps

2375 North State Street

Jackson, MS 39202

601-948-8650

601-326-8544 Fax

Please advise your General Manager before applying for this position.

Cabot Lodge – Millsaps, MMI Hotel Group/MMI Dining Systems is an EEO, ADA, drug-free workplace employer.