



THE DOMINICAN IS HIRING

Fonction : Front Office Manager

Département : Front Office

Responsible direct: General Manager

Contract: Full time

Organization: Report to the General Manager

We are looking for a Front office manager to manage our reception area. You will act as the ‘face’ of our company and ensure visitors receive a heartwarming welcome. You will also coordinate all front desk activities, including calls, reservations and guest services.

As a Front office manager, you should combine a pleasant personality with a dynamic professional attitude to supervise and lead our team. Our ideal candidate can deal efficiently with complaints and has a solid customer service approach.

Ultimately, you should be able to ensure our front desk provides professional and friendly service to our customers.

Objectives and tasks

Supporting Management of Front Desk Team:

- Supervises and manages employees. Managing all day-to-day operations. Understanding employee positions well enough to perform duties in employees' absence
- Establish and maintain good communications and teamwork with fellow colleagues and other departments within the hotel
- Ensures employee recognition is taking place on all shifts
- Establishes and maintains open, collaborative relationships with employees

Operation & Daily tasks:

- Ensuring proper billing and charging of all accounts
- Handling and follow up on all guests' requests
- Answering the telephone
- Learn to work at all the different shifts, morning, afternoon and night
- Ensure front desk is tidy and has all necessary stationery and material (e.g. pens, forms and informative leaflets)
- Train, supervise and support office staff, including receptionists, security guards and call center agents
- Schedule shifts

- Handle commission calculations
- Ensure timely and accurate customer service
- Handle complaints and specific customer requests
- Troubleshoot emergencies
- Monitor stock and order office supplies
- Ensure proper mail distribution
- Prepare and monitor office budget
- Keep updated records of office expenses and costs
- Ensure company's policies and security requirements are met

Exceptional Customer Service:

- Greet and welcome all guests approaching the Front Desk in accordance with the hotel standards
- Sets a positive example for guest relations
- Handles guest problems and complaints effectively
- Check-in and check-out of our international guests and groups according to The Dominican hotel standards
- Interacts with guests to obtain feedback on product quality and service levels
- Displays outstanding hospitality skills

The perfect match

You have a genuine interest for hospitality and assisting guests.

You possess excellent grooming standards, excellent communication skills and persuasive power.

You are self-confident and open minded. You live with a true hospitality DNA and a fun person to work with.

Qualifications & requirements

- Diplomatic
- Analytical
- Structured
- Multilingual (bilingual NL/FR, NL/ENG or FR/ENG is a must)
- Having perfect writing and speaking skills
- Having an eye for detail
- Proven work experience as a Front desk manager or Reception manager
- Thorough knowledge of customer service, office management and basic bookkeeping procedures
- Solid knowledge of MS Office, particularly Excel and Word
- Excellent communication and people skills
- Good organizational and multitasking abilities
- Problem-solving skills
- High School diploma; additional certification is a plus

We are

The Dominican is a 4* deluxe design hotel, a destination for elegance in the historical centre of Brussels. The Dominican is the first member of Design Hotel™ in Belgium. The Dominican distinguishes itself by offering a unique product and indulgent hospitality.

The hotel offers 150 rooms, 3 Meeting Salons, Gym with sauna and Hamam, Courtyard, Lounge Bar and bustling Grand Lounge.

What we offer:

Joining The Dominican Family is also:

- 100 % Reimbursement of Public Transport
- Eco-voucher
- 1 complementary night per year & Staff discount in the hotels of the Carlton Group
- Fantastic and healthy meals
- Uniform
- Free online language classes

And having the great opportunity to...

- Live The Dominican experience
- Have the possibility to work for an international company
- Make many other amazing colleagues as your friend
- Develop your career
- Be part of a growing Company's Culture

Hungry for more details

Do you think we have a match?

Send your CV and motivation letter to human.resources@dominican.be

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