



## **DIRECTOR OF FRONT OFFICE**

### **The Company**

MCR is the sixth largest hotel owner-operator in the United States with a \$2.0 billion portfolio of 85 premium-branded hotels across 26 states and 67 cities, including 50 Marriott properties, 30 Hilton properties, The High Line Hotel in downtown Manhattan, and the TWA Hotel at John F. Kennedy International Airport in New York City (opening in spring 2019). The company's innovative approach to guest services and unparalleled attention to detail are redefining the hotel experience and earning recognition from publications including *The New York Times*, *The Wall Street Journal*, *Condé Nast Traveler* and *Travel + Leisure*. MCR is an equal opportunity employer of more than 2,500 associates and is dedicated to providing an integrity-driven, merit-based working environment. Consistently honored with excellence awards, the company was named one of the United States top owners in 2018 by *Hotel Business*. For more information on MCR, please visit [www.mcrhotels.com](http://www.mcrhotels.com)

### **Location**

TWA Hotel

### **Employment Status**

Full-Time

### **Overview**

The Director of Front Office will report to the TWA Hotel Director of Rooms and will be responsible for all front office functions and team members. Areas of responsibility include Guest Services/Front Desk, Rooms Controllers and Greeters. As a department head the Director of Front Office directs and works with managers and team members to successfully execute all Front Office operations, including guest front and departure procedures while striving to continually improve guest and team member satisfaction and maximize financial performance of the department.

### **Primary Responsibilities:**

- Supervises and manages Front Office team members. Manage all day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
- Utilizes interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision making; demonstrates honesty/integrity; leads by example.

- Establishes and maintains open, collaborative relationships with team members and ensures team members do the same within the team.
- Ensures recognition of team members is taking place across areas of responsibility.
- Communicates performance expectations in accordance with job descriptions for each position and monitors progress.
- Celebrates successes and publicly recognizes the contributions of team members.
- Achieves and exceeds goals including performance goals, budget goals, team goals, etc.
- Develops specific goals and plans to prioritize, organize, and accomplish your work.
- Keeps Front Office team focused on the critical components of operations to drive guest satisfaction and the desired financial results.
- Conducts department meetings and continually communicates a clear and consistent message regarding the Front Office goals to produce desired results.
- Reviews staffing levels to ensure that guest service, operational needs and financial objectives are met.
- Understands the impact of Front Office operations on the Rooms area and overall property financial goals.
- Manages department controllable expenses to achieve or exceed budgeted goals.
- Ensures compliance with all Front Office policies, standards and procedures.
- Ensures property policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard and Local Operating Procedures (SOPs and LSOPs) and support the Peer Review Process.
- Provides services that are above and beyond for customer satisfaction and retention.
- Improves service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
- Acts as the “Service Champion” for the Front Office and creates a positive atmosphere for guest relations.
- Empowers team members to provide excellent customer service.
- Reviews comment cards, guest satisfaction results and other data to identify areas of improvement.
- Responds to and handles guest problems and complaints.
- Observes service behaviors of team members and provides feedback to individuals and/or managers.
- Identifies the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- Provides guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Establishes challenging, realistic and obtainable goals to guide operation and performance.
- Solicits team member feedback, utilizes an “open door” policy, and reviews team member satisfaction results to identify and address team member problems or concerns.
- Ensures team members are treated fairly and equitably.
- Manages team member progressive discipline procedures for Front Office Staff.
- Administers the performance appraisal process for direct report managers

- Interviews and hires crew captains and hourly crew-members with the appropriate skills and in a timely manner to meet the business needs of the operation.
- Maintain high standards of personal appearance and grooming.
- Attend all hotel required meetings and trainings.

**Qualifications:**

- At least 6 years of progressive experience in a hotel or a related field preferred
- 4-year college degree preferred.
- Previous Front Office management experience is required.
- Must be able to effectively communicate both verbally and written, with all level of team members and guests in an attentive, friendly, courteous and service oriented manner.
- Must be able to multitask and prioritize departmental functions to meet deadlines.
- Approach all encounters with guests and team members in an attentive, friendly, courteous and service-oriented manner.
- Maximize efforts towards productivity, identify problem areas and assist in implementing solutions.
- Must be effective in handling problems, including anticipating, preventing, identifying and solving problems as necessary.
- Must be able to understand and evaluate complex information, data, etc. from various sources to meet appropriate objectives.
- Must be able to maintain confidentiality of information
- Strong leadership and communication skills
- Extensive hotel customer service experience required
- An aptitude for self-motivation
- A can-do attitude and a hands-on approach to hotel management
- Strong computer skills
- A flexible schedule that allows you to be available days, nights, holidays and weekends based on the demands of the hotel
- Must be effective at listening to, understanding, and clarifying concerns raised by team members (team members) and guests.