

EN – Duty Manager at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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The Fairmont Norfolk is a historic hotel in Nairobi, Kenya and is owned by the luxury hotel chain, Fairmont Hotels and Resorts. The hotel has rooms, 4 restaurants, and consists of 5 main blocks, each ranging from 1 to 2 stories high. The hotel has a signature Tudor style of architecture that has been maintained since its original construction.

About Job

Loyalty & Guest Services Manager

As a Duty Manager, you will be responsible for the supervision of the smooth and efficient daily operation of the Front Desk and ensures that all hotel guests and visitors receive an optimum level of service and care at all times.

What's in it for you:

Employee benefit card offering discounted rates in Accor worldwide.

Learning programs through our Academies

Opportunity to develop your talent and grow within your property and across the world!

Ability to make a difference through our Corporate Social Responsibility activities, like Planet 21

What you will be doing:

Reporting to the Front Office Manager, responsibilities and essential job functions include

but are not limited to the following:

Conduct daily briefings and ensure that all pertinent information is well received by team members.

Manage and supervise all tasks of his/her staff to ensure that highest quality service is delivered and department standards are met.

Review, analyze and suggest improvement of work flow and standards at the Front Desk.

Analyze rate variance report to ensure rooms revenue control, approve discounts and rebates.

Communicate with Front Office Manager on all matters regarding guest services & hotel operations.

Ensure documentation of all guest related issues using the logbook.

Supervise shift handover procedures.

Coordinate and communicate with other hotel departments as required regarding general administration and operations issues.

Provide management presence at all times by assisting with the handling of guests' needs and complaints tactfully and efficiently.

Assist Guest Relations in greeting, rooming, and sending off guests.

Inspect front of house and back of house regularly for cleanliness and orderliness.

Ensure that front line staff complies with marketing techniques and maximizes sales.

Check billing instructions, monitor guest credit and act upon any discrepancies.

Coordinate full house situations and makes all necessary arrangements to handle overbooking and pledge relocations.

Ensure driveways are manned at all times and run efficiently.

Ensure the Safety, Security and Loss Control policies and procedures are compiled with at the lobby and driveway.

Require to make objective decisions and handle any complaints and emergencies in a level-headed manner.

Conduct Night Audit Process for hotel.

Provide department orientation and training of the hotel service standards, procedures and programs.

Constantly monitor team members' appearance, attitude and degree of professionalism.

Motivate and provides a work environment which brings out the best in team members.

Maintain complete knowledge of all food & beverage services, outlets and hotel services/features; and ensure team members are constantly updated on these.

Be fully familiar with the Emergency Procedures, Policies and Standard Operating Procedures established by the Hotel.

Attend all briefings, meetings and trainings as assigned by management

Qualifications

Your experience and skills include:

Previous leadership experience required

Previous PMS experience required

Computer literate in Microsoft Window applications an asset

University/College degree in a related discipline an asset

Must possess a professional presentation

Strong interpersonal and problem solving abilities

Highly responsible & reliable

Ability to work well under pressure in a fast paced environment

Ability to work cohesively with fellow colleagues as part of a team

Ability to focus attention on guest needs, remaining calm and courteous at all times

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