

Job title: Assistant Front of House Manager
Location: Corus hotel Hyde Park, West London
Contact: Jasmine Nunez, 020 7298 5409

The Corus Hotel Hyde Park is a *Four Star* hotel with 389 bedrooms. It is the flagship hotel of the company which overlooks and provides scenic views of the well known and loved Hyde Park. The hotel is located in a busy and vibrant area which is closely situated to many of London's most prominent and visited areas such as *Bond Street, Park Lane and Notting Hill*. Our team at Corus Hotel Hyde Park are now seeking to recruit a new Assistant Front of House Manager

Scope & Purpose of Job: This position is concerned with assisting the Front Desk/Front of House Manager (FOH) in supervising and coordinating the daily operation of the front desk, to maximise effectively the standard of service quality in the department. In addition, he/she is responsible for the development and the maintenance of training within the department.

Duties and Responsibilities

1. To assume responsibility of managing FOH in the absence of the FOH Manager.
2. To assist the FOH Manager in supervising front desk staff and resolving internal problems.
3. To handle complaints and guest-related problems.
4. To be responsible for any miscellaneous duties assigned by the FOH Manager and any other member of the management team.
5. To be responsible for setting up and maintaining on and off the desk training schedules for each individual Reception staff.
6. To be responsible for setting performance standards and training objectives.
7. To assist the FOH Manager in staff evaluations
8. To prepare and at times conduct regular communication meetings
9. To be responsible for the monitoring and control of paymaster accounts
10. To communicate with Housekeeping in order to promote better working relations between both departments
11. To carry out reception shift procedures to the required Corus standards, ensuring all other staff do the same.
12. To check the selling strategy for the day and to implement this procedure on reception.
13. To be responsible for the daily banking.
14. To adhere to the Corus Company Credit Policy and ensure that all staff are trained in the Company Policy Procedure and how to operate it.

You will be a hardworking person who endeavours to always give 100%.The right person should be well presented, calm and cool and be able to think quickly under pressure. You must be able to think and act on your own initiative and have excellent customer service skills. You must be flexible in your hours and a natural people person.

Please note that you must be eligible to live and work in the UK in order to be considered for this position.