

Front of House Manager – Eden Locke, Edinburgh

Job Purpose

To support the General Manager in co-ordinating the operational set up and delivery of our new lifestyle Aparthotel brand – Eden Locke in Edinburgh. The property will be a 72 room modern Aparthotel on George St, Edinburgh. The Front of House Manager will be responsible for the overall operation ensuring excellent delivery of the product, concept, service levels and operational and financial results. Central to the role is the delivery of the guest and internal customer satisfaction experience which will be achieved through the recruitment, training, development and management of the team.

Key Responsibilities

General: To assist with the set up and operate the newly developed property in Edinburgh to deliver service, cost and revenue targets.

- Work closely with the GM to ensure the property opens on time and to budget; communicate key milestones to the business.
- Attract, select, train and develop individuals who reflect the brand and culture required.
- Support the General Manager in developing and managing all aspects of the operations function to maximise occupancy and guest satisfaction levels
- Ensure appropriate policies, procedures, system and controls are in place to ensure standards are met and compliance achieved.
- Represent the brand internally and externally and at appropriate company events.

Operations:

- Ensure Housekeeping of the highest standards.
- Ensure all maintenance of the building is managed effectively.
- Be fully conversant with all H & S requirements for the building and ensure routine testing is complete.
- Assist the GM with the Management of the H & S portal proactively dealing with any outstanding actions. Ensure system of documentary evidence is in place to support legislative requirements.
- Manage the ordering of supplies and service contracts to ensure the smooth operation of the building.

Guest Satisfaction:

- Drive Guest satisfaction as a cornerstone of the business.
- Proactively review scores & respond to guest reviews.
- Build exceptional guest relations to gain total customer satisfaction and ensure repeat business.
- Manage guest issues quickly and efficiently to provide first class service.
- Ensure guest information is maintained to a high standard and updated in a timely fashion.
- Ensure that all team members are trained in customer care and the required Standards Procedures.
- Lead the customer care programme by personal example.

Financial Control

- Monitor income and costs monthly.
- Review the P and L monthly with the GM to identify and report variances and potential cost savings.
- Ensure financial routines are followed.

Revenue and reservations:

- Achieve revenue and occupancy targets for the property.
- Ensure all sales opportunities are maximised.
- Monitoring sales performance.
- Supporting the business development team.
- Proactively review channel activity to deliver targets and liaise with the Revenue Manager on a daily basis to make changes as required.
- Ensure effective yield management strategies are in place and being utilised.

Team:

- Support the GM in the Recruitment of all team members.
- Support the GM in the induction of new team members.
- Provide ongoing training, motivation and development of team members.
- Conducting regular 1:1 review meetings and twice yearly appraisals.
- Review team performance and identify development needs.
- Managing any performance issues within the team.
- Ensuring appropriate duty cover is in place at all times.

Core Skills

- Great Guest Care
- Great local knowledge of the business and social environment
- Excellent communicator
- Strong people management skills
- Creative
- Passionate and energy inspiring
- Sales driven
- Organised with excellent planning skills
- Strong people person - ability to create Teamwork and co-operation
- Prioritising and working to tight timescales
- Flexible
- Ability to personalise brand delivery i.e. "localisation"
- A proven completer finisher

Experience

- Previous experience in a similar role preferably within the travel or hospitality sector
- Experience in a boutique style hotel/apartment preferred
- Previous experience of managing a team
- Strong understanding of rooms revenue
- Experience of delivering new brands and or openings
- Good level degree is desirable

Location/Role specific

- Location: George St, Edinburgh
- Hours: As required which may include weekends, bank holidays and Christmas cover.
Working hours will need to be flexible due to the nature of the business
- Reporting to: General Manager – Eden Locke
- Progression: General Manager