



## Job Description

Date: March 2008  
Position: Assistant Front Desk Manager  
Department: Front Desk – Operations  
Reports to: Front Desk Manager  
Director of Operations  
Location: Conrad Brussels

### 1. Summary:

Providing at all times an excellent guest service, maintaining high standards and consistency of outstanding customer service, monitoring of all Front Desk-related tasks, supervising and coaching the team.

### 2. Responsibilities

*“This is not an exhaustive list. A job description is not a definite overview of the expected duties. Items can be added in the future depending on the departmental development. The holder of this statement can so be asked to take on other tasks in addition of the ones stated.”*

### COMMERCIAL FRONT DESK & GUEST SERVICE/SATISFACTION

#### Main Tasks:

- ✓ Read the logbook daily and take action accordingly
- ✓ Take regular part in meetings and shift handovers.
- ✓ Cooperate with employees from all departments
- ✓ Welcome and escort of all VIP guests (VIP Levels 5-9) and very regular guests, taking account of the established standards (choice of suitable room, completion of bookings and entry into the computer, handover of the room pass and the key, safeguarding payment, luggage organisation).
- ✓ Check VIP Levels for all arriving VIP's
- ✓ Responsible for room blocking for all arriving VIP's and groups,
- ✓ Contribute to the hotel by sharing new ideas and suggestions for improvements; being innovative and creative to provide a quality service and guest care to the clients
- ✓ Strong communication with all operational departments as well as Sales/C&E Department
- ✓ Maintain regular contact with frequent guests and all important guests of the Hotel
- ✓ Liaise with FDM concerning GSTS results; ensure that responsible departments are kept informed; makes suggestions for improvement ; is working in close relationship with FDM and Team Coaches
- ✓ Follow up on action plans
- ✓ Encourage team members to deliver 'Hilton Moments'

## TEAM WORK, & PEOPLE MANAGEMENT

### Main Tasks:

- ✓ Supervise the order and cleanliness of the reception area
- ✓ Supervise the appropriate appearance of Team Members according to the dress code standards
- ✓ Maintain tidiness in the building and clothing in the department.
- ✓ Undertake regular inspections in the reception and hall area to ensure that the installations and equipment are in a clean, perfect condition, well maintained and replaced / renewed as required.
- ✓ Ensure good co-operation and regular exchange of information with all departments, the FDM and the Director of Operations
- ✓ Joint responsibility for maintaining standards, revise these regularly and guarantee that these are upheld by targeted training.
- ✓ Inform the team regularly on all new and current offers by the Hilton and monitor the Hotel's sales strategy in daily business.
- ✓ Support the Team Coach in his tasks
- ✓ Take part in Communication Meetings on a regular basis.
- ✓ Approach his supervisors in confidence if any problems arise.
- ✓ Always co-operate with colleagues and FDM, as well as with the Management Team
- ✓ Is obliged to take part in internal training courses and to implement what has been learnt in daily practice
- ✓ Conduct performance evaluations for direct reports.

## PRODUCT KNOWLEDGE

- ✓ Be able to give correct information to fellow Team Members and/or to guests regarding the hotel and/or Hilton International

## SYSTEM KNOWLEDGE

- ✓ Efficient usage of all systems and good maintenance
- ✓ Know all the functions of the computer system

## FINANCE

- ✓ Achieve/succeed the plan for the department
- ✓ Joint responsibility for achieving the annual budget
- ✓ Has a strong motivation to achieve plan and to stimulate the team for upselling
- ✓ In collaboration with the FDM, sets targets and objectives in relation with plan/BRM and makes recommendations how to achieve goals

## SAFETY & SECURITY

- ✓ Joint responsibility for safety in our Hotel and abides strictly by all the safety instructions, especially when operating the machines and equipment.
- ✓ Behave at all times in such a way as to avoid accidents.
- ✓ Is able to raise the internal alarms correctly
- ✓ Full knowledge about safety & security procedures
- ✓ Participations in all training concerning safety & security, fire prevention, evacuation exercise

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- ✓ Ability to work in a fast pace environment.
- ✓ Outstanding flexibility; must be able to work under stress and pressure and reflect at all times, even under difficult conditions, a positive can-do attitude and the best image of the hotel.
- ✓ Ability to analyse complex statistical data and make judgments accordingly.
- ✓ Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and resolve conflicts.
- ✓ High school diploma required. Degree with hospitality focus preferred.
- ✓ Minimum 2 years previous front desk experience required.
- ✓ Experience with Fidelio Front Office required. GEM knowledge preferred.
- ✓ Experience in a luxury property of comparable size preferred.
- ✓ Operational and/or sales experience required
- ✓ Must be able to deal correctly with confidential information and must be discrete
- ✓ Must be fluent in French and English and must be able to address any kind of information in an adequate manner
- ✓ Must be well groomed and maintain impeccable hygiene standards
- ✓ Extensive walking required and ability to stand on feet for a long time
- ✓ Hours may vary based upon organizational needs and operational demands.
- ✓ Strong leadership skills
- ✓ Excellent oral and written communication skills in English and French. Dutch is an asset. German and/or Spanish are a plus.

## **PREREQUISITS:**

- ✓ Comply with all Hilton International company policies.
- ✓ Comply with all systems and procedures as laid down by the Front Desk Mgr, DO, GM and Hilton International.
- ✓ The management reserves the right to change/extend this statement if necessary at any point of time during her/his employment.
- ✓ Deputize the Front Desk Manager when required

\*\* This job description reflects management's assignment of essential functions and does not restrict the tasks that may be assigned.