

FRONT OFFICE SHIFT LEADER

As Shift Leader, you will be responsible for supervising the reception operations and ensuring consistently exceptional customer service to Guests is provided by the Team Members.

Key Responsibilities:

- Supervise accurate and efficient Reception operations including check in/out procedures.
- Support Team Members in handling Guest requests and enquires to ensure a positive outcome.
- Ensure the Front Office Manager is fully aware of any relevant feedback from Guests and/or other departments.
- Ensure a consistent, high level of customer service.
- Brief your team on any events or VIP guests in the hotel that day.
- Drive sales revenues and promote hotel services and facilities for up-selling opportunities.
- Understand and apply correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy.
- Monitor the appearance, standards and performance of the Front Office Team with an emphasis on training and teamwork.
- Ensure Team Members have current knowledge of all room categories, room rates, packages, promotions, local area and other general product knowledge necessary to perform their duties.
- Demonstrate positive leadership characteristics to inspire Team Members to meet and exceed standards.
- Act in accordance with the front of house equipment and the property management systems.
- Conduct training programs on an ongoing basis.
- Carry out shift handovers and brief team members as required.
- Follow company brand standards.
- Assist other departments, as necessary, and maintain good working relationships with hotel Team Members.

Qualifications & Skills required:

- Diploma and/or degree in a hospitality related qualification.
- 3-5 years front office experience.
- Positive attitude and good communication skills
- Committed to delivering a high level of customer service
- Competent level of IT proficiency

Closing date: 15 March 2024

Interested candidates should send an application letter and detailed CV to recruitment_hilton@hiltonwindhoek.com
Please note that no hand delivered applications shall accepted nor shall CVs submitted be returned.

Only shortlisted candidates shall be contacted.