

Department: Rooms Division
Position: Cluster Front Office Manager
Reports to: Cluster General Manager/ Director of Operations

Briefing Document & Job Description

Immediate Supervisor

Cluster General Manager

Position scope

Reporting to the Cluster General Manager/ Director of Operations, the Cluster Front Office Manager is responsible for ensuring we provide the highest level of guest service and ensuring that standards are maintained for all positions within the Front Office, Guest Services and Switchboard departments. The Cluster Front Office Manager will be responsible to guide these departments in achieving our strategic directions through continual focus and reference to these strategies and our vision. The Cluster Front Office Manager also serves as a resource to the overall operations of the hotel by providing assistance and direction as needed.

CRITICAL DUTIES:

- Daily handover from reservations for all bookings for the next day and rate checks for accuracy will include vouchers, and routine instructions for payment purposes.
- Daily balancing of revenue versus forecast.
- Managing all in house limits and ensuring reception has credit card pre-authorizations to cover extras.
- Daily management of o-status accounts to ensure all accounts are settled timeously as well as house accounts.
- Daily laisse with S&M to maximise revenue through upselling.
- Daily review of SDR occupancies.
- Training front office staff on policies and procedures
- Ensure cross training in job roles within the department to upskills and cross skill staff including succession planning.
- Working closely with Director of Finance to ensure implementation of policies and procedures.
- Planning and implementation of the rebranding and movement including the duties aligned to such ,from the current front desk to the new hotel reception.
- Oversee the ALL-Loyalty programme, which includes enrollment, tracking, training and ensuring that the ALL – Loyalty goals are achieved.

General Duties and Responsibilities as Cluster Front Office Manager

RECEPTION:

- Ensures that all Front Office Standard Operating Policies and Procedures are adhered to as per brand standards and local standard operating procedures.

- Coordinates management of the Front Office department to ensure a smooth operation and the highest level of guest satisfaction.
- Seeks feedback on guest satisfaction and resolves problems in accordance with our Mission Statement and philosophy of Colleague empowerment.
- Strong & effective communication with all other departments.
- Conducts and participates in monthly communication meetings.
- Provides guidance and motivation to the Front Office Team.
- Creates an environment that allows colleagues to achieve job fulfillment and provides a path for career development with Accor Hotels.
- Develops strong teams through active involvement in the operations and through the development and support of a continually evolving team.
- Guides and supports Assistant Cluster Front Office Managers and Supervisors to run an efficient front office team, ensuring department rosters, drawn up by the assistant Cluster Front Office Managers, are as per operational demand.
- Responsible to balance operational, administrative and colleague needs.
- responsible for ensuring consistency in exceeding guest service expectations (Brand related programs, TrustYou scores as a measurement tool).
- Provides passionate direction towards achieving our vision.
- Maximizes rooms revenue through participating in yield management group meetings and implementing and supporting agreed upon Revenue Management strategies and practices.
- Oversees group business, reviewing and ensuring details of conference resumes are met and serve as a liaison with the conference conveners and conference services.
- Reviews arrival reports and VIP's to ensure all special requirements are met or exceeded and liaising with all key departments to gather the correct information
- Conduct colleague performance evaluations on a timely basis, including corrective action and coaching.
- Directly influences the future effectiveness of the hotel through involvement in recruitment, hiring, training & motivation of Front Office colleagues.
- Controls and provides feedback on labour and operational expenses.
- Ensures effective utilization & productivity of all colleagues through staff planning, hiring, scheduling & adhering to budget.
- Effectively maximizes inventory levels during high occupancy/sold out nights.
- Adheres to and promotes the Company's Health & Safety policies to ensure a safe work environment and knowledgeable all safety & emergency procedures.
- Assume Manager On Duty shifts as per roster

SWITCHBOARD:

- Ensures that all Accor Services Standard Operating Policies and Procedures are adhered to.
- Coordinates management of the Accor and Safari Hotel Services whilst on duty to ensure a smooth operation and the highest level of guest satisfaction.
- Guides and supports Safari Hotel supervisor to run an efficient Safari Hotel team, ensuring department rosters are as per operational demand.

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- Provides guidance and motivation to the Safari Hotel Team. Establishes and communicates on a daily basis with the Safari Hotel Team. A strong commitment to Guest Satisfaction.
- Develop, implement and maintain new incentives to motivate all Safari Hotel colleagues so as to maximize guest satisfaction.
- Ensures effective utilization & productivity of all Safari Hotel colleagues through staff planning, hiring, scheduling & adhering to budget.
- Conduct colleague performance evaluations on a timely basis, including corrective action and coaching.
- Directly influences the future effectiveness of the hotel through involvement in recruitment, hiring, training & motivation of Front Office colleagues.
- Produces yearly Labour and capital budgets for Safari Hotel.
- Ensure that all Front Office Standards Operating Policies and Procedures are adhered
- Ensure procedures are being met or exceeded on a daily basis for all VIP Guests
- Coordinate the Arrival, Stay and Departure experience to ensure a seamless experience
- Liaise with all key departments to gather the correct information
- Communicate relevant information and special requirements to all departments to ensure the expectations of all VIP Guests are exceeded
- Work directly with the Front Office operation to ensure a seamless experience
- Create Daily and Weekly reports highlighting the upcoming arrivals and in house Guests
- Review arrivals for the next ten days on a daily basis
- Coordinate with the Front Office and Housekeeping to ensure preferences are consistently met
- Assist VIP and high profile with preparation of activity itineraries and ground transportation when applicable
- Ensure Front Office and Accounting colleagues are aware of special billing arrangements
- Perform pre-arrival communication to VIP Guests when necessary to ensure the correct information is obtained
- Contact Guests during their stay and assist with any needs that arise
- Ensure all billing is correct and delivered the night prior to departure; schedule check out services with Guest Services team
- Review all VIP guest incidents and ensure proper follow up is completed with the relevant departments.
- Assume Manager On Duty shifts when needed

HUMAN RESOURCES MANAGEMENT

- Screens, interviews and assists in the selection process of all colleagues for Rooms in line with internal policies and procedures.
- Assess training needs and develops departmental training plans and succession plans
- Assures that effective and professional development activities for experienced staff are planned and implemented.

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- Identifies colleagues with potential for promotion and/or transfer and makes appropriate development plans for him or her together with the Human Resources Department

EMPLOYEE RELATIONS

- Manages the staffing needs of the department.
- Fosters and develops effective employee relations within department.
- Establishes and maintains effective internal communications to ensure optimum team work and productivity
- Looks for ways to motivate and challenge employees
- Shows involvement and interest in environmental and social issues by participating in Responsible Business hotel activities

HEALTH AND SAFETY

- Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
- Fully understands the hotel's fire and emergency procedures and ensures that employees work in a safe manner and they enforce the related procedures
- Ensure compliance with relevant health, hygiene and liquor laws and follow all safety policies.

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