

Front Office Manager at The Nines Hotel – Ayia Napa

Are you ready to **take your career to The Nines?**

The Nines, a new five-star hotel, will very soon open its doors at the vibrant and cosmopolitan Ayia Napa. With the casual luxury approach, we aim to offer all our guests an exceptional and memorable experience in a relaxed but indulgent atmosphere.

Do you have experience in Front Office management? Are you a passionate, well-organised, and guest-oriented professional? Do you have a dynamic personality, excellent communication skills and willingness to go beyond what is expected to create an outstanding experience for the hotel's guests? Then perhaps this job opportunity is for you!

We are currently looking to recruit an experienced Front Office Manager who will be reporting to the Head of Operations. The Front Office Manager will be managing the functions of Front Office and Guest Relations. More specifically, the Manager will be responsible to ensure that all guests will enjoy an exceptional and qualitative experience from the moment they arrive at our hotel until their departure as well as creating and maintaining a highly productive, engaged, and satisfied team.

Main responsibilities:

- Develop policies, procedures and plans to ensure the effective and cost-efficient operation of the Front Office and Guest Relations and monitor their effective implementation through key performance indicators
- Develop the departmental budgets and ensure that the department operate within the approved budgets
- Develop, implement, and monitor the up-selling and cost-efficient strategies to maximise revenues
- Work closely with the Sales & Marketing department to increase hotel's occupancy
- Prepare reports related to the revenues and occupancy forecasts and when needed suggest amendments to increase profitability
- Coordinate the daily operation of the Front Office including sufficient number of employees, cleanliness, and tidiness of the facilities as per the hotel's guidelines and health, safety, hygiene, and quality standards
- Work closely with the Finance department to ensure sufficient suppliers
- Have a proactive approach to anticipate guests' needs, improve guests' satisfaction levels, and when necessary, introduce new initiatives and programs to improve the satisfaction levels
- Ensure that the guests' complaints are handled properly and on time and make the necessary actions to reverse an unpleasant experience
- Ensure that the Front Office and Housekeeping departments have constant and accurate communication regarding the status of all rooms and facilities
- Ensure that the systems under responsibility are maintained and properly operational at all times
- Ensure for the proper key management
- Create and maintain a friendly, inclusive, and supportive working environment
- Manage, inspire, mentor, and develop the Front Office team
- Provide constructive feedback to employees to enable them to achieve their full potential
- Prepare employees' rosters as per the hotel's bookings
- When needed, undertake the responsibilities of the Guest Relations and Front Office to ensure that all guests are welcomed and have an exceptional, smooth, and uninterrupted experience at all times

The ideal professional shall have the following qualifications, experiences, and skills:

- Diploma or University degree in Business Administration, Hospitality Management, or any other related field
- Minimum 3 years working experience in a similar role
- Excellent knowledge of Greek & English languages (additional languages will be considered an advantage)
- Computer Literate
- Excellent management skills with hands-on approach
- Exceptional communication skills
- Strong decision making & problem-solving capabilities
- Ability to create trustworthy relationships
- Guest-oriented mindset
- Attention to detail
- Pleasant and integer personality
- Flexibility and adaptability
- Self-motivation

What we offer:

- Competitive remuneration package
- Continuous learning opportunities
- Be the first to know the hotel's new career opportunities
- Complimentary meals and beverages
- Discounts on restaurants, bars, spa and much more.

If you are intrigued by the idea of joining the newly established team of The Nines hotel, we will be happy to receive your CV at hr@thenineshotel.eu. The job vacancy will be open until the **10th of November 2023**.

All applications will be treated confidentially, and all applicants' personal details will be kept in our database for a period of 1 year for current and future job vacancies.

For further information about the job vacancy, you may contact us at +357 23 725 111.