

# Accor professions guide: Front Office Manager (m/f)



## What exactly does my mission involve?

- Ensure that guests have a smooth running stay at the hotel
  - Manage and motivate front office teams in order to provide high quality offers
  - Help the department in meeting its quantitative and qualitative targets
- Apply on line for the Front Office Manager positions

## This profession exists...

...in most of the middle and upscale hotels of the Group in the World

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[Personality](#) | [Activity](#) | [Qualifications/Experience](#) | [Progression](#) Commercial know-how

- Team spirit
- Outgoing personality and service minded
- Proactive and decisive
- Ability to listen and analyse
- Thorough and well organised
- Ability to delegate
- Diplomacy and self control

## Customer relations

Develop high quality relationships with guests, all along their stay, in order to enhance loyalty

Anticipate guests' needs

Handle guest complaints and provide a rapid solution

## Professional technique / Production

Ensure that the hotel pricing policy is correct

Organise arrivals and departures  
Communicate with the other departments  
Coordinate room allocations by handling any necessary switches  
Ensure that internal audit procedures are duly applied

### **Team management**

Ensure that the team operates smoothly  
Prepare the work schedules taking each person's skills into account  
Lead, motivate, and create a good working atmosphere  
Anticipate the needs to organise recruitment for the team  
Organise the integration of the new employees  
Carry out annual performance appraisals for his/her employees, set targets and provide support for career development  
Take into account labour legislation

### **Commercial / Sales**

Set up the hotel's pricing policy in conjunction with the Room or General Manager  
Train the team to sale  
Set the daily occupancy and the average room rate targets for the team  
Ensure the brand and the Group loyalty program is promoted to customers

### **Management and Administration**

Update dashboard charts (revenue, occupancy rates, average room rate, activity forecasts, headcount planning, etc...)  
Draw up the annual budget for the department, analyse results and implement any corrective actions required  
Manage the department's headcount for optimum efficiency  
Be responsible for the efficient running of the department

Vocational training in Hospitality/Reception  
Knowledge of desktop applications  
Fluent in the national language, English and a 3rd language  
Significant experience in a customer-service position  
Experience in team management

Deputy general Manager  
Rooms division Manager  
Relation client - Reservation  
Customer relations – Reservations  
A Group hotel of a different brand or with higher capacity  
International mobility