



An excellent communicator. Strong leadership skills. Passionate about customer service.

If this sounds like you, then apply to join our prestigious team at the Muir Hotel, where excellence meets elegance.

Situated in the center of the vibrant Halifax Waterfront and at the heart of the recently developed Queen's Marque district, Muir offers elevated hospitality inspired by the spirit, culture, and natural beauty of Nova Scotia. In each of our departments, our team shares a common goal – providing an exceptional customer experience in a clean, comfortable environment. If you are passionate about a career in hospitality and want to join a team that shares this common goal, the Muir is presently seeking a **Front Office Manager**.

Overview

The Front Office Manager, as the leader of the **Muir** Front Office department, is an integral member of the senior management team.

The Front Office Manager must have the capability and work ethic to manage the quality and efficiency of service to all guests of **Muir**. They should possess excellent verbal and written communication skills and be a team player. They must display strong leadership skills and a dedication to the constant provision of the highest standards of efficient, warm and courteous service delivery.

Overseeing a team of Guest Experience Managers, Guest Service Agents, Guest Experience Ambassadors, Night Manager and auditors, the Front Office Manager is responsible for implementing and consistently maintaining the highest level of service standards in the front office expected of a five-star luxury property. They are also responsible for promoting and consistently maintaining the most efficient, accurate and courteous service at **Muir** from the point of guest arrival, up to the point of departure, and the many points of guest contact in between.

Key Responsibilities

- Provide strategic direction and lead daily operations of the Front Office Department
- Ensure that the Front Office team consistently deliver an anticipative sense of arrival, a warm welcome and an efficient and accurate check in/out service to guests
- Ensure total compliance with all regulatory requirements – municipal; provincial; federal
- Develop and implement policies and procedures that will ensure the delivery of a consistently excellent personal service to all hotel guests
- With the Executive Housekeeper, lead the drive for the constant development and implementation of a practical guest history/preference system at **Muir**
- Ensure that all Front Office associates are provided with full and ongoing training to **Muir** and Marriott service and quality standards
- Develop advanced knowledge and familiarity with Opera and GXP
- Manage and effectively yield (with the Director of Sales/ Reservation Manager) the hotel's room inventory
- Ensure proper and accurate reporting of all revenues and costs as they relate to Front Office
- Develop positive and long-term customer relationships that will build **Muir's** reputation and customer loyalty
- Develop strong working relationships with management colleagues
- Develop a team that achieves key financial results; e.g. maximize occupancy, average room rate, RevPar
- Maintain accurate records for payroll administration and ensure timely submission for processing

- Effectively recruit, train and on-board Front Office associates
- Take ownership of and drive appropriate metrics for GSS, and the Bonvoy experience for **Muir**
- Roll model the best standards associated with the property

Ensure Compliance with Regulations

- Ensure that all records of Front Office performance are maintained in compliance with company policies and Brand standards
- Responsible for reviewing monthly/quarterly Front Office performance targets
- Provide reconciliation, rationale and other documents to support monthly Front Office performance
- Ensure that the Front Office department adheres to all processes and procedures so as to properly manage the monthly profit and loss cycles
- Ensure constant Front Office compliance with all municipal; provincial and federal regulations
- Ensure all Front Office supervisors & associates are fully trained on all effective safe working and emergency practices and Brand standards

Manage Staff

- Train management associates in accordance with standards and guidelines in place from time to time, maintaining records of the same
- Train associates and hold them accountable to performance objectives, maintaining records of the same
- Ensure the implementation of recommendations from regular internal and external silent shopper reports
- Provide Front Office associates with constant support and training to help them grow their professional skills and career development
- Provide exemplary leadership in the area of customer service and customer interaction
- Oversee the day-to-day operations of the division, ensuring all tasks and projects are being executed as planned

Education

- Post secondary education from an accredited institution in Hospitality or Hospitality Management or related discipline
- Prior experience at a Marriott affiliated property is considered an asset

Qualifications and Experience

- 4+ years of experience in front office of a luxury property
- 3+ years of front office managerial or supervisory experience
- Demonstrated ability and experience to form, lead, develop and manage a high-performance team
- Very strong customer service skills
- Previous experience in operating hotel property management systems (Opera or Lightspeed)
- Has financial skill and knowledge in the hotel context
- Excellent communication skills are mandatory
- Written and spoken English language fluency mandatory
- Written and spoken ability in a relevant second language is an asset
- Must be legally permitted to work in Canada
- Ability to work collaboratively across departmental functions
- Has the ability to be bonded/ have a criminal background check
- Has a driver's licence valid for Nova Scotia