



We are seeking an enthusiastic, energetic, and dynamic individual who is motivational, passionate, and fun to join our Front Office Team. They are to help ensure the effortless and seamless movement of guests in and out of the hotel, and to provide exceptional levels of service throughout our guests' stay.

The qualified candidate will be assisting in directing and the administration of the Front Office Operations. Our hotel is focused on the delivery of outstanding guest service and financial profitability.

Specifically, the Front Office Manager will be responsible for performing the following tasks in addition to others to the highest standards:

- Direct and administer Front Office operations to include, but not limited to, guest services (Shuttle Service), PBX Operations and Registration (check-in/check-out), room inventory and availability, guest service standards and initiatives, systems use and management, policy and procedure implementation and enforcement and meeting participation and facilitation
- Monitor and assess service and satisfaction trends, evaluate and address issues and make improvements accordingly
- Implement and monitor all corporate marketing programs to include, but not limited to, Hilton Honors, etc.
- Address and/or resolve guest issues and concerns to guest satisfaction
- Monitor and develop team member performance to include, but not limited to, providing supervision and professional development, scheduling, conducting counseling and evaluations and delivering recognition and reward
- Ensure team members have current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and events
- Recruit, interview and train team members

Qualified candidates need to possess a minimum of 2 to 3 years' experience as an Assistant and/or Front Office Manager at a full-service hotel. Previous Hilton/OnQ PMS experience a plus. We offer a very competitive salary along with comprehensive benefits package and career advancement

- Must have excellent communication skills, written and verbal, and relate to guests' concerns and work well in groups.
- Strong interpersonal and employee relation skills are a must with the ability to mentor, train and develop staff. The ability to motivate and drive the staff is essential.
- Must have a strong knowledge of computers, Microsoft Excel, Microsoft Word, etc.
- Must be able to handle multi-tasking and be goal- and results-oriented.
- Must have strong time management skills to meet deadlines.

**Other Note:** The hotel functions seven (7) days a week and twenty-four (24) hours per day. All employees, both management and hourly, must realize this fact and be aware that at times it may be necessary to move an employee from their accustomed shift as business demands.

Applicants can submit their resumes for open positions to [shalanmoss@remingtonhotels.com](mailto:shalanmoss@remingtonhotels.com) or they stop by the property to pick up/complete an application. Hotel location is **9000 Bartram Avenue, Philadelphia, PA 19153**