

Front Office & Revenue Manager BC

Chemistry Consulting Group is recruiting a Front Office & Revenue Manager on behalf of our client, a Diamond Star property located in the spectacular interior of British Columbia.

This exciting opportunity is responsible for the front office management and lodging operations and respective staff. While being focused on maintaining a professional work environment and superior guest service experience this position also oversees the supervision and allocated accounting functions.

The Front Office & Revenue Manager maintains a thorough knowledge of the resort and all its grounds, products, and services as well as awareness of other roles and responsibilities throughout the organization and is responsible for driving sales initiatives of other services through the front office staff.

Requirements:

- 5 years hotel, front office manager/supervisory experience which includes hotel administration and accounting
- Bachelor's Degree in Hotel Management or Hospitality preferred. Associated degree in hotel management or equivalent vocational training certificate would be considered
- Experience in housekeeping, food services and maintenance
- Superior computer software skills including property management software such as Maestro, Time Clock, Tee-on, as well as catering services software and Microsoft Office Suite.

Sample of Responsibilities:

- Implement revenue management operations, procedures and best practices
- Identify new revenue opportunities
- Provide daily, weekly and monthly reporting
- Optimize and expand distribution partnerships
- Embed a revenue management culture
- Oversee revenue management and distribution strategy of the hotel and manage day to day yield operations
- Daily pick-up analysis, strategy adjustments and reporting

- Perform competitive benchmark studies and follow market trends
- Create and develop pricing strategies in conjunction with the individuality of the hotel
- Provide weekly dynamic forecast of expected results, variances and budget comparisons
- Manage and oversee strategy for all 3rd party distribution
- Responsible for assessing, analysing and pricing group business strategies
- Analyse overall monthly hotel performance and provide summary report with recommendations to improve long-term strategies
- Ensure all related systems are configured correctly, validated and working to full capacity
- Oversee and audit the standards and operations of the reservations department
- Ensure web site booking process is maintained
- Work in liaison with hotel sales and reservations departments
- Oversee day to day management of the lodging portfolio including lodging operations, balancing lodging inventory and resolving lodging type conflicts and/or oversells, guest requests, preferences and/or needs
- Provide consistent, superior customer service when greeting and registering guests
- Direct, implement and maintain superior guest service and philosophy; serve as a mentor and guide to desk agents
- Deliver resolution to customer problems, such as discounts, adjustments to bills or complimentary rooms to compensate for any inconvenience
- Meet department revenue goals by delivering and holding staff accountable to deliver upsell opportunities for all of the hotel's products and services
- Operate all aspects of Front office computer system, including software maintenance, report generation and analysis and simple configuration changes

In order to be considered for this significant opportunity please visit <https://chemistryconsulting.ca/current-opportunities> and follow the prompts to submit a resume and cover letter which clearly outlines your relevant experience by **Noon on Thursday, February 28, 2019.**

Please note that Psychometric Assessments may be administered as part of the recruitment process.

We would like to thank you for your interest in this opportunity, however; only those selected for further consideration will be contacted.