



## Front Office Manager

Bentota, Sri Lanka

Full-time

Company Location: NH Bentota Ceysands Resort

### **Company Description**

NH Hotels offers comforting familiarity based on three main pillars – value for money, the best location, and service with a human touch – making stays always a pleasure, time after time.

### **Job Description**

We seek a dynamic hospitality professional with a proven track record in managing front office team of an international chain hotels. The ideal candidate's primary responsibility would be;

- Constantly recommends value added services to enhance and upgrade the guest services while creating an exceptional experience for the guests.
- Maintain a good rapport with the guests to promote hotel facilities and services with a view to exceeding customer expectations and handle guests' complaints effectively.
- Maintain all the required statistics, reports etc and share with all concerned departments to have a smooth operation in the resort.
- Implement proper controller and maintenance of room keys as per the SOPs.
- Solicit guest feedback in order to enhance the Resorts performance.
- Lead the team to maintain a high standard of service.

### **Qualifications**

- A bachelor's degree in hospitality management or business administration
- A minimum of 5-7 years' experience in a similar capacity in a 4-5 star-class hotel
- Overseas experience is desirable
- Well-disciplined and driven personality with the capacity to lead and inspire others
- Preferably with working knowledge of OPERA
- Friendly, outspoken and with pleasing personality