



Job Description – Front Office Manager

Document Control

Position Title: Front Office Manager

Department: Operations and Front Office

Reports To: Head of Operations and Front Office

Version: 1.0

Job Overview

The Front Office Manager is responsible for overseeing daily front desk operations to ensure exceptional guest experiences at all Grand Royale Group properties. This role supervises reception, reservations, and concierge teams while maintaining operational efficiency and service quality. The position ensures that all front office procedures align with the organisation's luxury hospitality standards and customer service objectives.

Key Responsibilities

Guest Services & Experience

- Supervise guest check-in, check-out, and room allocation processes.
- Ensure prompt and professional handling of guest enquiries and complaints.
- Maintain a welcoming environment that reflects the brand's luxury standards.
- Coordinate with Housekeeping and F&B teams to ensure seamless guest experiences.

Team Leadership & Development

- Lead, train, and motivate front desk and concierge staff.
- Conduct regular performance evaluations and provide coaching.
- Ensure staff maintain professional appearance and service behaviour.
- Foster a culture of collaboration, accountability, and service excellence.





Operational Efficiency & Administration

- Oversee daily front office reports, occupancy forecasts, and financial reconciliations.
- Monitor reservations accuracy and room inventory management.
- Manage scheduling, payroll submissions, and staff rosters.
- Ensure compliance with operational policies, procedures, and safety standards.

Revenue & Sales Support

- Work with the Sales and Marketing team to maximise room revenue and upselling opportunities.
- Promote hotel services, amenities, and packages to enhance guest satisfaction.
- Monitor guest feedback and suggest operational improvements.
- Contribute to the achievement of departmental revenue targets.

Qualifications and Experience

- Diploma or Bachelor's degree in Hospitality Management or Business.
- Minimum 5 years' experience in hotel front office operations, including 2 years in a supervisory or managerial role.
- Strong understanding of PMS systems (Opera, Fidelio, or similar).
- Demonstrated ability to deliver excellent guest service in a luxury environment.

Skills and Competencies

- Leadership and team management skills.
- Excellent communication and interpersonal abilities.
- Strong problem-solving and conflict-resolution skills.
- Attention to detail and commitment to quality service.
- Organisational and time management skills.

Working Conditions

This is a full-time operational management role based at Grand Royale Group's hotel properties in Gold Coast, Queensland. The position requires flexibility in working hours, including weekends and holidays, to meet operational and guest service needs.





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Key Performance Indicators (KPIs)

- Guest satisfaction and feedback ratings.
- Front office efficiency and accuracy of reports.
- Staff performance and retention.
- Revenue growth and upselling results.
- Compliance with brand and service standards.

Company Values and Culture

Grand Royale Group values hospitality excellence, professionalism, and integrity. The organisation fosters a respectful, supportive environment where every team member contributes to creating memorable guest experiences.

Career Path

This position provides opportunities for advancement into senior operational roles such as Rooms Division Manager, Director of Operations, or Head of Operations and Front Office within Grand Royale Group or other luxury hospitality organisations.

