



Job Description

Head of Operations and Front Office

Document Control

Position Title: Head of Operations and Front Office

Department: Hotel Operations

Reports To: Chief Operating Officer (COO)

Version: 1.0

Job Overview

The Head of Operations and Front Office is responsible for overseeing day-to-day hotel operations and ensuring exceptional guest service standards across all Grand Royale Group properties. This role manages the Front Office, Concierge, and Guest Services teams, ensuring that every interaction reflects the Group's commitment to luxury, efficiency, and hospitality excellence. The position plays a vital role in coordinating operational activities, driving performance outcomes, and maintaining seamless service delivery in line with brand standards.

Key Responsibilities

Operational Management & Guest Experience

- Lead and manage daily operations across hotel front office and guest service departments.
- Oversee guest arrival, check-in, and departure processes to ensure smooth, personalised experiences.
- Ensure operational efficiency and consistent delivery of five-star service standards.
- Resolve escalated guest concerns promptly and professionally.





Team Leadership & Performance

- Supervise and develop Front Office Managers, Concierge staff, and Guest Service Agents.
- Implement training and coaching programs to enhance team capability and service quality.
- Conduct regular performance reviews and maintain a culture of accountability.
- Promote teamwork, communication, and a service-oriented environment.

Operational Efficiency & Quality Control

- Monitor operational workflows and implement process improvements.
- Coordinate interdepartmental communication to ensure efficient room readiness and service delivery.
- Manage departmental budgets, payroll, and cost efficiency measures.
- Uphold compliance with brand, safety, and operational policies.

Customer Relations & Revenue Support

- Collaborate with Sales and Marketing to support occupancy and revenue goals.
- Identify opportunities to improve guest loyalty and retention.
- Ensure accurate and efficient reservation and billing processes.
- Oversee implementation of guest feedback systems and service recovery procedures.

Qualifications and Experience

- Bachelor's degree in Hospitality Management or Business (mandatory).
- Minimum 7 years' hotel operations experience, including at least 3 years in a senior Front Office leadership role.
- Proven track record of managing multi-site or luxury hotel operations.
- Strong understanding of hospitality systems (PMS, CRM, POS).
- Experience in budget control, staff management, and guest service excellence.





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Skills and Competencies

- Leadership, communication, and interpersonal excellence.
- Strong organisational and multitasking skills.
- Financial literacy and analytical thinking.
- Ability to work under pressure in a fast-paced environment.
- Commitment to customer satisfaction and operational efficiency.

Working Conditions

This is a full-time leadership position based at Grand Royale Group's head office in Gold Coast, Queensland, with regular site presence at hotel properties. The role involves flexible working hours, including weekends or holidays when required to support peak operations or special events.

Key Performance Indicators (KPIs)

- Guest satisfaction and service quality ratings.
- Operational efficiency and cost control metrics.
- Team engagement and staff retention rates.
- Achievement of occupancy and revenue support targets.
- Compliance with safety and operational standards.

Company Values and Culture

Grand Royale Group is defined by its dedication to luxury hospitality, professionalism, and guest-centric excellence. The organisation values respect, collaboration, and integrity in all operations. The Head of Operations and Front Office plays a key role in upholding this culture by ensuring every guest experience reflects the Group's brand promise.

Career Path

This role provides opportunities for advancement into senior operational or executive positions such as General Manager or Chief Operating Officer. It also offers pathways into hospitality consulting or regional management within international hotel groups.

