

Job Posting

Position: Assistant Front Office Manager (AFOM)

Availability: Open - Full Time

Date Posted: April 07, 2025

JOB SUMMARY

Assists and in absence of Front Office Manager (FOM), oversees all Front Desk, Night Audit, Bell Staff and In-House Reservation employees ensuring their adherence to the Fort Garry Hotel operational and service standards.

DUTIES & RESPONSABILITIES

- Demonstrate positive and professional leadership characteristics at all times to inspire all Front Office employees to meet and exceed Fort Garry Hotel & Choice Hotels standards.
- Assist FOM in implementing Front Office procedures and policies and ensure these are followed consistently; ensures all Front Office employees are properly trained in their departmental and hotel policies and procedures, in accordance with both Choice Hotel® Brand Standards and Fort Garry Hotel training guidelines.
- Consistently coach and mentor Front Office employees; with FOM, address performance issues promptly and consistently to ensure employees learn from their mistakes.
- Ensure all assigned Choice University® Training is up to date for all Front Office employees.
- Assist FOM in ensuring that goals set for revenues and expenses budgeted for the department are met.
- Assists FOM with scheduling for Front Desk, Night Audit and In-House Reservation employees.
- Ensure understanding of Union Contract relating to bargaining unit employees in the Front Office.
- Working with the FOM ensures that all Front Office employees can resolve guest problems quickly, efficiently and courteously.
- Maintains a positive working relationship at all times with all Departments and communicates effectively with all Departments, vendors, service providers etc.
- Assist FOM in monitoring all guest requests via online booking platforms.
- Working with FOM, reply to all online guest reviews via Medallia * may be delegated to a supervisor but must be monitored by AFOM. Penalties if alerts are not answered in 48-72 hours.
- Assist FOM to ensure payroll is submitted each pay period and entries are accurate.
- Other duties as assigned.

QUALIFICATIONS

- Minimum of 1-year Front Office supervisory or management experience within an upper-upscale hotel environment. Bachelor's Degree, ideally in Hotel / Hospitality Management an asset.
- Demonstrated ability to work with maximum accuracy, efficiency and attention to detail.
- Strong organizational and analytical skills, along with demonstrated ability to multi-task and prioritize in a fast-paced work environment.
- Must be self-directed, motivated and demonstrate exceptional service, interpersonal, and analytical skills.
- Outstanding ability to communicate clearly, concisely, and openly in all interactions, both verbal and written.
- Keen decision-making and problem-solving skills.
- Ability to exercise sound logic and judgment in evaluating situations and utilizing appropriate resources.
- Demonstrated ability to effectively lead a team.
- Technologically savvy, possessing a strong knowledge of all Microsoft Office software, Property Management Systems etc.
- Ability to maintain a flexible schedule to meet the business needs of a 24/7 hotel environment, including weekends and holidays.

Qualified applicants are invited to forward their resume and cover letter to sahilb@fortgarryhotel.com

Commitment to Diversity & Inclusion:

The Fort Garry Hotel is an inclusive company, and our ambition is to attract, recruit and promote diverse talent. Applicants may request reasonable accommodation related to the materials or activities used throughout the selection process.

Closing Date: April 12, 2025