



This is an exciting opportunity to join Crowne Plaza® Hotels & Resorts, Lasseters Casino, Iris team, a dynamic, progressive, confident team. Front Office Supervisor ensures the efficient and profitable operation of the hotel reception. Develop and maintain IHG service procedures and standards to always ensure guest satisfaction and profitability for the business.

I have these skills:

- To look and listen to understand
- Optimism/open mindedness
- Eagerness to learn
- Inclination to assist
- Integrity
- Work ethic
- Positive communication – verbal and non-verbal
- Outstanding Customer Service Skills
- Cultural awareness
- Attention to detail

WHAT - Experience and competency I have

- I have an IHG accreditation, hospitality qualification or equivalent
- Experience in a management or supervisory role in the Hotel / Accommodation industry.
- I have experienced in IHG front office administration
- I am extensively experienced in Opera software system
- Financial competency skills
- I demonstrate strong MYOB, Word and Excel competencies
- Ability to build, maintain and strengthen existing customer and staff relationships
- Ability to perform under pressure, fast-paced environment, taking the initiative, prioritizing, working collaboratively
- Budget-management experience
- Motivated to learn new skills and techniques.
- Strong people relations, listening, cultural awareness and negotiation skills
- Smart and tidy, in appearance, and when appropriate, Lasseters uniform
- Flexible, reliable, and responsive to a range of work situations
- Good written and verbal communication skills

WHY - I do what you do

- I am passionate, highly organised with strong collaboration skills
- I understand I am an integral part of the bigger picture and it is expected for me to work closely with Hotel manager, front office manager, accountants and hotel staff.
- I appreciate working independently and as an integral part of a team
- Because my ability to set priorities, meet deadlines and manage time effectively is a benefit to the hotel and the business as a whole

Enjoyment, Entertainment, Relaxation - Let's have a great time

HOW - I do what you do

- Uphold and Maintain IHG Standards and complete all relevant IHG trainings
- Provide efficient front office operations leadership during shift hours
- Co-ordinate Front Office activities of hotel and resolve problems arising from guests challenges, reservation and room assignment activities including unusual requests and inquiries.
- Assign duties and shifts to workers and observes performances to ensure adherence to hotel policies and established operating procedures.
- Greets VIP guests. Implement and maintain ongoing building of customer relationships with Hotel, with guest letters and VIP program
- Lead, the training of Front Office personnel.
- Develop and maintain service procedures and standards to ensure guest satisfaction at all times.
- Responsible for ensuring the smooth and efficient operations of the front office.
- Attend to all guests requests quickly and efficiently
- Ensure the complete safety and security of all guests, employees and hotel property
- Possess full knowledge of room rates, packages, discounts and associated procedures
- Understand and adhere to company policies and procedures in relation to credit and cheque cashing
- Check that reservation details for in-house guests are recorded correctly
- Prepare and distribute relevant reports as required
- Ensure all operational floats are counted and checked
- Promote and sell souvenirs
- Inspects guests rooms, public access areas, and outside grounds for cleanliness and appearance (follows up when appropriate with maintenance and housekeeping departments).
- Follows and ensures appropriate Occupational Health and Safety practice.
- Maintain strong inter-departmental relationships, and department communication through regular internal meetings.
- Ensure strict procedures are followed for all issuing of keys. Ensure specified guest security and confidentiality guidelines are followed. Report any breaches of safety or security immediately
- Report and follow up on maintenance issues.
- Assist with compiling data, statistics and trend information to be used in market analysis and forecasts
- Attend O H & S Committee meetings
- Actively demonstrate my commitment to supporting a positive team, and work culture.
- Eager to learn and personally progress to maintain a growth mindset
- Provide quality planning, reporting and delivery across all areas
- Meet deadlines for specific projects and other tasks in a dynamic work environment
- Effective communication with the ability to follow direction from leadership
- Management of records, information, and databases

We Value - Our Team - Our People

We offer you

- Flexible working arrangements to support work - life balance
- Staff benefits, health club, 25% discount on food and beverages across Lasseters Operations
- Meals provided while you are on eligible shifts
- Uniforms are provided and laundered
- Professional development, training, and career advancement
- IHG Employee Benefit Programme Membership
- Staff & Family social events
- Potential discounted staff accommodation *settling in period*