

Job Title: Front Desk Manager

Department: Front Office

Salary: From \$52,000 a year

Job Type: Full-Time, Permanent

Work Location: In Person at Sooke Harbour House Boutique Hotel

Expiry Date: Open Until Filled

Job Description

The Front Desk Manager is a leadership role responsible for overseeing all aspects of front desk operations at Sooke Harbour House Boutique Hotel. This position requires an experienced hospitality professional with strong organizational skills, exceptional customer service abilities, and a passion for creating memorable guest experiences. The ideal candidate is proactive, detail-oriented, and capable of managing a team in a boutique luxury environment.

Key Responsibilities

Leadership and Team Management:

- Recruit, train, and mentor front desk staff to uphold high service standards.
- Create staff schedules, manage performance evaluations, and address performance concerns.
- Foster a positive and collaborative work environment, ensuring a culture of service excellence.
- Lead by example, demonstrating professionalism, initiative, and a guest-focused mindset.

Guest Services and Operations:

- Oversee daily front desk operations, including check-ins, check-outs, and reservations.

SOOKE HARBOUR HOUSE

- Ensure a seamless and personalized experience for every guest, addressing inquiries and resolving complaints promptly.
- Monitor room inventory and collaborate with other departments to optimize occupancy and revenue.
- Handle VIP guests and special requests with the utmost care and attention.

Administrative Duties:

- Prepare and manage front desk budgets, ensuring cost-effective operations.
- Maintain accurate records, including guest profiles, billing information, and operational reports.
- Ensure compliance with hotel policies and procedures, as well as health and safety regulations.
- Collaborate with the General Manager to implement strategies for guest satisfaction and revenue growth.

Qualifications and Skills

- A minimum of 3-5 years of experience in front office operations or hospitality management, preferably in a boutique or luxury hotel setting.
- Proven leadership and team management skills.
- Fluency in English is required; additional languages are an asset.
- Strong organizational and multitasking abilities.
- Exceptional communication and interpersonal skills.
- Proficiency in hotel property management systems (e.g., Cloudbeds, Opera, etc.) and Microsoft Office Suite.
- Ability to work flexible hours, including evenings, weekends, and holidays.
- A passion for hospitality and a commitment to exceeding guest expectations.

Why Join Sooke Harbour House Boutique Hotel?

Sooke Harbour House offers more than just a job—it's a chance to be part of something special. Nestled in the stunning West Coast scenery, a move to Sooke, B.C., provides an opportunity for a lifestyle change and the chance to work in a boutique hotel with ambitious plans to reclaim its place on the global foodie map.

Additional reasons to join our team:

- Be part of a supportive and innovative work environment.
 - Lead a dynamic front office team in a prestigious boutique hotel setting.
 - Opportunities for professional growth and advancement.
 - Competitive compensation and benefits.
-

How to Apply

Submit your application, including a cover letter and resume, to the HR Coordinator at employment@sookeharbourhouse.ca. For inquiries, please contact the HR Coordinator at employment@sookeharbourhouse.ca.