

**Hotel Front Office Manager**  
**Hilton Garden Inn**  
**Full Time (40 hours)**  
**5 out of 7 days including Weekends**  
**Salary Commensurate with Experience + Benefits**

We have an exciting opportunity for somebody to join our Hilton Garden Inn Hotel team as a Front Office Manager. This is an integral role that will provide support to our Deputy Hotel Manager in ensuring that the hotel team are trained, prepared and well-informed to deliver our guests an exceptional experience from check-in through to check-out and everything in between. In the absence of the Deputy Hotel Manager, you will act as Duty Manager, taking full ownership of the front office department.

The Hilton Garden Inn at Emirates Old Trafford (the Home of Lancashire Cricket) is a unique hotel positioned in a world class thriving multi-purpose venue that hosts a multitude of large-scale and high-profile events, from international cricket to sell-out concerts.

The hotel, with its 150 bedrooms (including 85 pitch-facing rooms), restaurant (breakfast and dinner) and bar is located within the Emirates Old Trafford venue sitting alongside our award-winning conference & events facilities integrating seamlessly with the stadium and all the events that it hosts.

As a venue, Emirates Old Trafford has played host to some of cricket's most iconic moments since 1864 and is now an award-winning world-class venue that has undergone a transformational redevelopment over the last decade.

### **The Role**

As our Front Office Manager your responsibilities will include, but by no means be limited to:

- Managing the front office department to ensure an effective operation on a day-to-day basis
- Managing staffing rotas and information meetings
- Communicating with, and delegating tasks to, the supervisors and service team
- Positively engaging with the front of house team to promote sales opportunities
- Maximising room occupancy at best rates and using up-selling techniques
- Being in charge of busy arrival and departure days, both at morning and evening
- Dealing with any issues that may arise
- Room inventory and availability management
- Ensuring all Guest reviews are responded to and working with the guest experience team to ensure that any negative ones are investigated and resolved
- Successfully resolving guest complaints in accordance with compensation guidelines
- Recruitment, training and development of the front of house team
- Ensuring compliance with Hilton Garden Inn brand standards
- Planning and communications for all major event days
- Ensuring compliance with hotel security, fire regulations and all health and safety legislation
- Ensuring required financial targets are delivered
- Providing cover for the Food & Beverage Manager as and when required

## The Person

- Experience of managing a front office team in a similar sized international branded property
- Knowledge of hotel property management systems (with experience of Hilton systems preferred).
- An ability to manage and motivate a team
- Good organisation and administration skills
- Financial awareness
- Ability to work under pressure
- Commitment to delivering a high level of guest service
- Positive attitude and exceptional communication skills
- Flexibility to respond quickly and positively to a range of work situations
- The ability to be flexible with working hours as you will be required to work early mornings, evenings and weekends

## What we offer

- Holiday allowance increasing with service
- 2 x standard Lancashire Cricket season memberships
- Social events throughout the year
- Fitness classes, table tennis club and yoga
- Basic contributory pension scheme with option to join enhanced pension scheme, including life assurance, after 3 months service
- Optional health cash plan scheme
- Discounts at the Lancashire Cricket Official Store, Trafford Cricket Centre, Hilton Garden Inn Emirates Old Trafford, Caffè Nero and with the Club's partners
- Free parking

Please take a look at the full job description and if you have the experience and skills required, coupled with the enthusiasm and energy levels needed to fulfil the responsibilities of the role to their full potential, then please submit your CV outlining why you should be considered for the position to [recruitment@lancashirecricket.co.uk](mailto:recruitment@lancashirecricket.co.uk).

The closing date for applications is **5pm on Friday 22<sup>nd</sup> July** however, if enough suitable applications are received prior to this date, we may carry out interviews immediately and look to close the process early should the ideal candidate be found.

*We look forward to hearing from you if you have skills that support our future vision. Lancashire Cricket is an equal opportunities organisation and we are committed to providing new opportunities and striving for greater diversity.*

*It is a priority for Lancashire Cricket to ensure our Club appropriately reflects the wider communities across the North West and as we strive to meet Sport England Guidance in this regard, we would welcome applications from individuals with the appropriate skills and experience that can also enhance our current diversity mix at the Club.*