



FRONT OFFICE SHIFT LEADER – HILTON WINDHOEK

As Shift Leader, you will be responsible for supervising the reception operations and ensuring consistently exceptional customer service to Guests is provided by the Team Members.

Key Responsibilities:

- Supervise accurate and efficient Reception operations including check in/out procedures.
- Support Team Members in handling Guest requests and enquires to ensure a positive outcome.
- Ensure the Front Office Manager is fully aware of any relevant feedback from Guests and/or other departments.
- Ensure a consistent, high level of customer service.
- Brief your team on any events or VIP guests in the hotel that day.
- Drive sales revenues and promote hotel services and facilities for up-selling opportunities.
- Understand and apply correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy.
- Monitor the appearance, standards and performance of the Front Office Team with an emphasis on training and teamwork.
- Ensure Team Members have current knowledge of all room categories, room rates, packages, promotions, local area and other general product knowledge necessary to perform their duties.
- Demonstrate positive leadership characteristics to inspire Team Members to meet and exceed standards.
- Act in accordance with the front of house equipment and the property management systems.
- Conduct training programs on an ongoing basis.
- Carry out shift handovers and brief team members as required.
- Follow company brand standards.
- Assist other departments, as necessary, and maintain good working relationships with hotel Team Members.

Qualifications & Skills required:

- Diploma and/or degree in a hospitality related qualification.
- 3-5 years front office experience.
- Positive attitude and good communication skills
- Committed to delivering a high level of customer service
- Competent level of IT proficiency

Closing date: 28 April 2023

Interested candidates should send an application letter and detailed CV to recruitment_hilton@hiltonwindhoek.com Please note that no hand delivered applications shall accepted nor shall CVs submitted be returned.

Only shortlisted candidates shall be contacted.