



## **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

## **NIGHT SUPERVISOR – HILTON WINDHOEK**

As Night Supervisor, you will be responsible for overseeing the night-hour supervision of the Front Office Team to ensure that Team Members are prepared and well-informed to deliver our Guests an exceptional experience from check-in through check-out.

### **Key Responsibilities:**

- Oversee the entire night Front Office operation to maintain high service standards.

- Serve as a point of contact for all hotel Guests.
- Complete or oversee Night Audit duties.
- Maximise room occupancy at best rates and use up-selling techniques to promote hotel services and facilities.
- Understand and demonstrate correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy
- Represent the Hotel General Manager and other senior managers in their absence, taking full responsibility of the hotel.
- Manage, record and promptly resolve issues or emergencies that arise
- Demonstrate current knowledge of hotel products, services, pricing and policies, as well as knowledge of the local area.
- Act in accordance with all security and emergency procedures and manage the instigation of these, as required.
- Compile adequate handover for the Front Office Manager / Duty Manager.
- Attend appropriate training courses, when required, and assist with the Night Team's training and development efforts.
- Act in accordance with policies and procedures when working with front of house equipment and property management systems.
- Assist other departments, as necessary
- The above responsibilities are not exhaustive and the successful incumbent may be required to perform additional duties from time to time.

#### **Qualifications and Skills Required:**

- Diploma and/or Degree in Hospitality and Tourism or Hotel Management
- 4-5 Years Front Office Experience with 2 years in a Front Office supervisory role.
- Excellent leadership, interpersonal and communication skills.
- High level of IT proficiency.
- Commitment to delivering a high level of customer service.
- Ability to work under pressure.
- Excellent grooming standards.
- Flexibility to respond to a variety of work situations.
- Ability to work on your own and as part of a team.

### **TELEPHONE OPERATOR – HILTON WINDHOEK**

Hilton Hotel Windhoek is looking to hire a Telephone Operator to manage and operate the hotel switchboard in an efficient, courteous and professional manner to provide quality operations which maximize guest satisfaction. In this role the successful incumbent will be responsible for answering incoming calls, and connecting internal and external callers with corresponding departments.

#### **Key Responsibilities:**

- Understand the telephone operator board or PBX switchboard operations
- Provides information about hotel services to guests
- Answers incoming calls and places outgoing calls.
- Directing calls to guest rooms, staff, or departments through the switchboard or PBX system.
- Receives guests' messages and deliver the same to the guest.

- Assists the Front Desk with various administrative tasks

***Please note that the above set of responsibilities are not exhaustive and the successful incumbent may be required to perform additional duties.***

**Qualification and Skills Required:**

- Diploma and/or Degree in Hospitality and Tourism Management
- 1 year hospitality experience
- Fluent in English (written and spoken)
- Proficient in Using Microsoft Packages
- Professional telephone etiquette
- Extensive experience with answering and directing calls, as well as relaying accurate messages.
- Excellent interpersonal and communication skills.

**Closing date: 28 April 2023**

Interested candidates should send an application letter and detailed CV to [recruitment\\_hilton@hiltonwindhoek.com](mailto: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.***