

Assistant Operations / Front of House Manager

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Company: Recruitment Matters

Location: Livingstone

Category: other-general

Overview

Our Client, a boutique luxury lodge, is looking for a vibrant and enthusiastic Assistant Operations / Front of House Manager to join their team. **Duties and responsibilities**

include but are not subject to;

Receiving and confirming walk-in, telephonic, and online reservations.

Acting as second-in-command to the Lodge manager, and taking care of all duties in their absence.

Assisting the Lodge Manager with operational issues.

Scheduling meetings and team building sessions as required.

Promptly answering the questions of staff and other stakeholders.

Providing excellent customer service and maintaining relationships with guests.

Preparing and filing forms and other documents.

Assisting with recruitment and onboarding processes.

Taking inventory and ordering office supplies as needed.

Updating logs and order forms.

Analyzing all operations and forwarding suggestions for improvement to the Manager.

Skills;

Excellent verbal communication and memorization skills.

Great interpersonal and teamwork skills.

Ability to remain composed, particularly during stressful or uncomfortable circumstances.

Quantitative ability.

Attention to detail.

Exceptional interpersonal skills.

Excellent written and verbal communication.

Qualifications;

Degree in Hospitality.

5+ years in the hospitality industry.

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