

STENDEN SOUTH AFRICA
PORT ALFRED



Stenden South Africa is a registered Private Higher Education Institution that offers a Bachelor of Commerce in Hospitality Management and a Bachelor of Business Administration in Disaster Relief Management. In addition, Stenden South Africa offers minor specialisations for overseas students from NHL Stenden University, receiving up to 140 foreign students each semester. Stenden South Africa is an Employment Equity Employer and invites suitably qualified persons regardless of race, sex or religion, to apply for the post of:

Front Office Manager MyPond Hotel

Location	Port Alfred, Eastern Cape
Purpose	Management of the Front Office at Stenden MyPond Learning Hotel****
Responsible to	Hotel General Manager
Responsible for	Receptionists and Stenden Students
Liaises with	F&B Manager, Housekeeping Manager, Head Chef
Remuneration	Salary Level 4 (R 11,858 – R 17,827 based on qualifications and track record) plus provident and medical aid)

Role Summary

Manage the Front Office operations of MyPond Hotel with the following focus points:

1. Student learning
2. Guest Satisfaction
3. Operational Excellence
4. Financial Control and Performance

Main Tasks

1. Provide an excellent Front Office training environment for Stenden Hotel Management School students.
2. Lead the Front Office team and Stenden students to ensure that the Front Office Standard Operating Procedures are executed consistently.

3. Ensure the highest levels of guest satisfaction of MyPond Hotel guests by creating an operating environment that assures consistent guest engagement and satisfaction and take corrective action to rectify service delivery inconsistencies or disappointing guest experiences.
4. Take responsibility for long and short-term financial objectives of the department and manage the financial performance on a day-to-day basis, paying specific attention to revenue generation, debtors' control, cost control, and accurate and timely accounting.
5. Manage daily sales and revenue strategy to ensure excellent revenue performance.
6. Act as head cashier, review and resolve billing and manage all transactions through bank statement for accommodation, outstanding accounts, and deposit allocations.
7. Liaise with the housekeeping manager to ensure efficient operations and a seamless guest experience.
8. Maintain the staffing schedule for the department.
9. Maintain master key control and key management system.
10. Maintain safety, emergency and security procedures.
11. Ensure the hotel is operated in compliance with all applicable laws, ordinances, regulations, and requirements of any national, provincial or municipal authority.

Profile

1. A Diploma or Bachelor's Degree in Hotel Management or similar field.
2. A minimum of 3 years Front Office experience in supervisory or managerial roles covering the main tasks outlined above.
3. Good computer and financial administration skills, specifically with Property Management Systems and Accounting Software.
4. Strong communication ability in verbal and written communication.
5. Excellent quality determination and willing to work evenings and weekends.
6. A people person who can achieve ambitious targets whilst creating a positive learning environment for Stenden students.

Please email your detailed CV and letter of motivation to our HR Advisor, Chaardii Bosman:
chaardii.bosman@nhlstenden.com

Closing date: 04 March 2022
Commencement of duties: As soon as possible
Enquiries: Chaardii Bosman 074 208 3399

Note:

Please consider your application unsuccessful if you have not heard back from us on 11 March 2022.