

ARBOUR BOUTIQUE APARTMENTS  
&  
PARK MOTOR INN

## Front of House Manager

### Success Profile

This Success Profile details the requirements for success and the conduct needed to uphold the role of Front of House Manager.

This document is valid for 12 months and is intended to convey concisely the areas of focus and accountability for the year ahead 2022 / 2023.

At the core of success is understanding the purpose of your role, your circle of influence, the attributes needed to execute your role and the behaviours required. These are separate sections of this document and paint a picture of holistic performance and skills that will equip you to achieve your measurable objectives.

#### **Purpose**

The Front of House Manager is responsible for managing and supervising the general daily operations of the property including administration facilities, security, and client & guest service for two Toowoomba based accommodation providers, that are centrally located near one another; Arbour Boutique Apartment and Park Motor Inn.

The Arbour Boutique Apartments offer generously appointed one, two and three bedroom, fully self-contained apartments filled with comfort, understated luxury and old-world charm. Thoughtfully positioned next to Toowoomba's leading medical precinct, close to St Vincent's Hospital and Toowoomba Grammar School, The Arbour Boutique Apartments are in the perfect position for anyone visiting for work, their children's schooling or to access health services.

The Park Motor Inn is situated in beautiful treelined Margaret Street, opposite Queens Park offering motel accommodation close to the city heart (1.1kms), so guests can easily walk to the shops in the CBD, cafes, restaurants, or enjoy a night out at one of Toowoomba's many fine restaurants or entertainment venues.

As the Duty Relief Manager, it is important to take the initiative in ensuring clients & guests are satisfied and employee interactions with clients and guests are positive. Resolving conflicts and troubleshooting issues as they arise is critical.

Excellent communication, strong time management, versatility and conflict resolution are crucial skills to operate successfully in this position.

It is important for you to be flexible as you may be required to work varied shifts, including early mornings, late evenings, weekends, and public holidays.

Ideally you will have a working knowledge of hotel property management with experience in a similar position. You will be well groomed and presented with a genuine passion for the hospitality and services industry.

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#### Short Term Priorities – 3 months

- Successfully build relationships with service providers and other employees.
- Gain understanding of processes and systems for guest services.
- Familiarise and understand room presentation and layout.
- Successfully take handover and assume key operational role as duty manager.

#### Medium Term Priorities – 6 months

- Successful and efficient handovers between yourself and Duty Managers to ensure flow of information.
- High and consistent quality of room presentations, housekeeping, stock control and guest experiences.
- A guest experience that is highly valued by our guests and generates favourable reviews.
- High occupancy (+60%) and repeat guest bookings.

#### Long term Priorities – 12 months

- Positive long term occupancy outlook for both properties

#### Generally

The duties of the Front of House Manager are;

- Overseeing daily operations.
- Managing a team and driving service excellence.
- Managing arrival and departure experience for guests.
- Monitoring room allocations.
- Complaint handling & resolution.
- Ensuring daily and nightly front desk tasks are actioned and completed.
- Attend to guest enquiries, requests and follow up if required.
- Effectively communicate with all stakeholders and ensure notes are documented for effective handover to incoming Duty Manager.
- Monitoring efficiency of all processes and creating a positive work environment for employees.
- Routine supervisory tasks.
- Delegation of tasks.
- Evaluate staff outputs.
- Customer support and ensuring outstanding guest services are provided.

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#### Attributes

The Front of House Manager utilises and further develops the following attributes that create their pathway to success in the role.

- **Action** – you feel compelled to act immediately and decisively, being keen to learn as you go.
- **Adaptable** – you juggle things to meet changing demands and find the best fit for your needs.
- **Connector** – you make connections between people, instinctively making links and introductions.
- **Compassion** – you really care about others, doing all you can to help and empathise.
- **Emotional Awareness** – you are acutely aware of the emotions and feelings of others.
- **Organiser** – you are exceptionally well-organised in everything you do.
- **Explainer** – you are able to simplify things so that others can understand.
- **Judgement** – you enjoy making decisions and are able to make the right decision quickly and easily.

#### Circle of Influence

To achieve success in the Draft & Relief Manager role you must work closely and in conjunction with the owners and executives of Shine Private, employees, clients and guests.