



## **FRONT OFFICE MANAGER**

Cedar Point has an immediate opening for the position of Front Office Manager in Sandusky, Ohio. This full time position will report to our Resort Property Manager.

### **JOB SUMMARY:**

The position of Front Office Manager is responsible for overseeing all front office operations (desk, concierge and bell staff) of a specific resort property (i.e. Hotel Breakers, Sandcastle Suites/Camper Village/Lighthouse Point) to insure profitability and the highest levels of customer service are being achieved.

### **QUALIFICATIONS:**

- High school graduate; college education preferred in hospitality or similar.
- 5 or more years of professional hotel industry.
- 2 or more years of supervisory experience desired.
- Demonstrated ability to work with employee associates, vendors and guests in a positive, productive and professional manner.
- Must meet Cedar Fair professional grooming standards. Must adhere to department scheduling requirements including weekends and holidays, as required.
- Ability to pass a mandatory (or random) drug test and background check, which may include, but is not limited to credit, criminal, DMV, previous employment, education and personal references, per Company policy.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Support Cedar Fair Cornerstone philosophies of safety, service, cleanliness, courtesy and integrity.
- Oversee the day-to-day operations of the Front Desk, Concierge and Bell staff.
- Maintain a professional and service-oriented environment at all times.
- Inform all departments of all daily activities, groups, VIP arrivals and special requests. Ensure special requests are carried out accordingly, greet guests upon arrival and provide escort if appropriate.
- Establish training plans for all direct reports, conduct annual reviews, provide coaching and counseling where needed.
- Handle guest related issues; respond to guests' surveys, inquiries and letters when necessary share customer feedback with the staff to limit service related issues.
- Ensure the team is aware of and performs proper credit procedures, coordinate with accounting on account discrepancies, monitor credit issues of guest and ensures resolution.
- Manages and controls all Front Office department labor. Provides training to Front Office personnel on upselling and negotiating technique.
- Assists the Assistant Director, Reservations with Yield Management process daily and management of Property Management System.

- Monitors group blocks to determine rooms available for sale to transient customers. The Front Office Manager shall also understand the groups' pick up history and manage group cut off dates.
- Works closely with the Housekeeping department to improve guest services and foster departmental communication.
- Effectively assists the Assistant Director, Reservation, in developing hotel pricing strategy.
- Assists in weekly and long range room forecasting, revenue budgeting and ongoing results analysis.
- Communicates fluctuations in occupancy to operational departments so they may make staffing adjustments and increase efficiency.
- Enforce established safety policies and procedures to ensure guest and associate safety and minimize losses.
- Ensure staff compliance with all local, state and federal laws as the laws apply to the department.
- Maintains effective open communication of staff and other departments to ensure department goals, policies and procedures are effectively being followed.
- Adhere to and enforce all Cedar Fair policies and procedures, including safety, attendance and EEO policies, and demonstrate a commitment to guest services in all aspects of employment.
- Other duties as may be assigned.

**CEDAR POINT OFFERS A COMPETITIVE SALARY AND COMPREHENSIVE BENEFITS PACKAGE.  
FOR IMMEDIATE CONSIDERATION, PLEASE SUBMIT YOUR RESUME WITH SALARY  
REQUIREMENTS BY APRIL 4, 2016 TO [CAREERS@CEDARPOINT.COM](mailto:CAREERS@CEDARPOINT.COM)  
OR Fax to 419-627-2163.**

**RESUMES MAY ALSO BE MAILED TO:  
CEDAR POINT HUMAN RESOURCES OFFICE  
CEDAR POINT  
ONE CEDAR POINT DRIVE  
SANDUSKY, OHIO 44870**

**AN EQUAL OPPORTUNITY EMPLOYER**