

Edinburgh job – Front Office Supervisor Marriott Dalmahoy

There is a vacancy advertised on [The Caterer](#) website today for a position at the Marriott Dalmahoy Hotel and Country Club.

The advert reads as follows:-

Job Description

The Marriott Dalmahoy Hotel & Country Club have an excellent opportunity for a Front Office Supervisor to join our team to maintain the smooth running of the Reception area and assist in the supervision and training of Reception associates on a day-to-day basis.

Requirements

- *Strong Communication skills*
- *Innovative*
- *Pro-active and reliable*
- *Able to work alone and within a team*
- *Good level of English essential*

Responsibilities

- *Maintain Marriott Company SOPs including Brand Standard Audit criteria, ensuring standards are achieved and maintained in the Front of House area.*
- *To maximise hotel revenue by upselling, following yield strategy, following overbooking guidelines and liaising with Reservations on a daily basis.*
- *To received guests on arrival to the required standard, and ensure their details are entered into the computer correctly and efficiently.*
- *To ensure a quick, efficient and friendly check-in of*

- all guests and ensure they are treated in the correct manner to encourage a return visit.*
- *Have a comprehensive knowledge of the Hotel's facilities and any promotions taking place so as to offer information to guests.*
 - *To ensure that guests' check-in details and bills are correct.*
 - *To be responsible for the security of all monies, floats, keys, safety deposits etc. within the Reception Department.*
 - *To observe and implement procedures for fire prevention, fire fighting and evacuation.*
 - *To be able to deal with advance reservations, taking bookings and special requirements, where necessary.*
 - *To be able to operate switchboard and deal with messages and enquiries, when required, in an efficient manner.*
 - *To post all transactions on a regular basis, to ensure that all bills are kept up to date. Ensure they are correctly posted to the correct bills.*
 - *To prepare cash for banking on a daily basis. Complete receipts for all monies received from pay-ins etc. Operate proper care regarding rates and currency handling.*
 - *To operate a proper handover system between each shift.*
 - *To ensure all rooms have enough credit card authorisations.*
 - *To ensure all associates are trained to the Company standard, including 15 minute short-takes, statutory Fire, Health and Safety and other training deemed necessary.*
 - *Ensure that stock levels of inventory necessary for Front Office operations are kept with set guidelines.*

Benefits Package

- *Career Development and Training*

- *Discounted accommodation at Marriott Hotels worldwide*
- *Meals whilst on duty*
- *Uniforms*
- *Marriott Discount Card*
- *Use of Hotel Leisure Club*
- *Pension*
- *Free Life Assurance*
- *Other Local Benefits*

We have a dedicated website www.mymarriottukbenefits.co.uk and a company handbook which details all our benefits.

Hotel Information

With its breathtaking scenery, Baronial Manor, incredible sunsets and views of Edinburgh Castle, Marriott Dalmahoy Hotel & Country Club is paradise. As our resort is set within 1,000 acres of parkland, you would never know you're just 7 miles from the centre of Edinburgh, our lively capital. The resort – a retreat for leisure and rejuvenation – has two 18-hole golf courses (one championship course), a PGA-approved golf academy, gym, indoor swimming pool, spa and tennis. Our spacious guest rooms feature luxury bedding, mini-bar, and wireless Internet access. Every event becomes magical with our exquisite facilities, certified event planners, expansive catering services and picture-perfect manor and gardens. Enjoy chef specialties and incredible views from the Pentland, our award-winning restaurant.