



## Front Desk Manager, Trumansburg, NY

### **POSITION SUMMARY**

The Inn at Taughannock is seeking to engage front desk managers to oversee its luxury boutique hotel and world-class restaurant business. Perched over Cayuga Lake, the 25 room hotel attracts customers from all over the world who have business in Ithaca NY or are visiting Cornell University, just 9 miles away. This landmark Victorian is a destination for tourists who are wine tasting in the Finger Lakes region.

We are seeking the exceptional, individuals with well-developed people skills. Front desk managers represent the hotels image and are responsible for shaping a guests experience. Duties range from assisting the check-in process, explaining their accommodations and our hotel amenities and restaurant. Knowledge of the area is helpful as part of your concierge services of advising guest of attractions in the area. Prior to assisting our guests with check out and payment, we hope that all front desk managers remember our guest name and do everything to create a lasting impression of comfort.

The Front Manager duties extend beyond customer service and include coordinating house keeping, special requests and taking dinner reservations for our restaurant.

The Front Desk Managers must be sales-minded, share a passion for excellence, and infuse enthusiasm into everything they do. Servicing inquires over the phone is an important aspect of the job.

**START DATE:** February 15, 2017

### **COMPENSATION:**

The rate of pay is commensurate to the caliber of the individual that applies. An experienced manager with an excellent reputation may earn up to 50K. Less experienced managers will be compensated accordingly.

**EMPLOYMENT TYPE:** Full Time employment between March and January. Restaurant re-opens for Easter April 16<sup>th</sup>. Position enjoys a well deserved vacation, off season.

The Inn at Taughannock is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, protected veteran status or any other status protected by applicable law.

Email: [Careers@innattaughannock.com](mailto:Careers@innattaughannock.com) Phone: 607-387-7711



### DUTIES AND RESPONSIBILITIES

- Seeking candidates with wonderful people skills. Recalling and using a guest name whenever possible is our goal.
- Offers to assist with guest luggage if staying in Main Inn. Accommodates special requests whenever possible.
- Coordinates room status updates with the housekeeping department by notification housekeeping of all check outs, late checkouts, early check-ins, special requests, and day use rooms.
- Checks out guest at end of stay, collects keys, posts late charges and presents bill to guest. Settles bill accurately through credit card or cash transaction.
- Reconciles all transactions at the close of each shift. Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures.
- Handles all guest interactions with the highest level of hospitality and professionalism.
- Utilizes a variety of computer systems to check guests in and out, run daily reports and select and block rooms for arriving guests.
- Accepts reservations, changes and cancellations. Can answer questions regarding all aspect of the hotel.
- Must learn the operation of our hotel reservations systems. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
- Knows how to use front office equipment.
- Has proper telephone etiquette.
- Develops a strong knowledge of the hotel's facilities and services and of the surrounding community.
- Provides guests with information about attractions, facilities, services, and activities in or outside the property.

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