

# ST PAUL'S COLLEGE

MEETINGS | EVENTS | STAYS

<b>Position:</b>	<b>Front of House Manager (Reservations and Reception)</b>
<b>Position type:</b>	Full-time
<b>Reports to:</b>	General Manager - Hospitality / Director of Operations
<b>Location:</b>	9 City Road, Camperdown
<b>Overview</b>	St Paul's Events and Stays is a new division of St Paul's College. This year has seen the College expand with two new buildings and over 200 accommodation rooms, allowing opportunities during the 18 weeks per year that are University vacation periods to run the venue for external meetings, events and short-stay accommodation. St Paul's College is a residential college within the University of Sydney for undergraduate men and from 2019 for postgraduate women and men.
<b>Objectives:</b>	This newly created role requires an experienced front of house professional with an extensive hotel reservations background who enjoys interacting with guests in a reception/guest relations capacity. This is an exciting opportunity to be part of a new business initiative and lead the front of house function for this venue.
<b>Specific accountabilities:</b>	<b>Reservations management</b> <ul style="list-style-type: none"><li>• Taking bookings from a range of guests and booking channels, whilst being involved in all aspects of reservations, from group bookings and FIT arrivals</li><li>• Develop and implement systems, strategies and practices that balancing demand and utilizing a revenue maximization technique</li><li>• Ensure optimal presentation and maximization of business opportunities through brand websites and third party websites</li><li>• Managing rates and inventory in all distribution channels, initiating pricing analysis and recommendations.</li><li>• Ensuring rates on SiteMinder style platforms populate with the venue PMS</li><li>• Entering room list where required and analyzing and loading dynamic yield strategies</li><li>• Possess awareness of promotions and advertising in the industry, so as to provide feedback to the Sales &amp; Marketing Department</li><li>• Provide advice and direction to the business on best practices and strategies.</li></ul>

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<p><b>Specific accountabilities cont:</b></p>	<p><b>Reception/Guest services agent</b></p> <ul style="list-style-type: none"> <li>• Attending to guest requests efficiently and effectively, constantly striving to provide total guest satisfaction.</li> <li>• Greet new arrivals, answer calls from guests, assign rooms and organise payments,</li> <li>• Maintaining a high level of professionalism and ensuring procedures and policies are followed in relation to guest confidentiality.</li> <li>• Promoting and up-selling venue facilities through strong product knowledge while also giving information on the local area with clear directions and insightful advice.</li> <li>• Ensure the guest stay is memorable for the right reasons and providing guests with the desire to stay again.</li> </ul>
<p><b>Qualifications:</b></p>	<ul style="list-style-type: none"> <li>• Previous experience in a management position within a hotel or venue highly desirable.</li> <li>• High level of Yield Management experience in a similar role</li> <li>• Good local industry market knowledge</li> <li>• Sound knowledge of and previous experience working with RMS and ODI Tools</li> <li>• Strong Microsoft Office knowledge</li> <li>• Experience in hotel style property management systems eg Opera, StarRez and advantage.</li> </ul>
<p><b>General attributes and experience:</b></p>	<ul style="list-style-type: none"> <li>• Positive and outgoing personality</li> <li>• Strong written and oral communication skills</li> <li>• Demonstrated initiative, with proactive, “can do” attitude</li> <li>• High standard of grooming and personal presentation</li> <li>• High level of accuracy and attention to detail when delivering products and services</li> <li>• Exceptional time management skills and the ability to work under pressure</li> <li>• Ability to work autonomously and be flexible</li> <li>• Available to work shift work, weekends and public holidays when required during “operational mode”</li> </ul>
<p><b>Benefits</b></p>	<ul style="list-style-type: none"> <li>• Convenient location close to public transport/parking available</li> <li>• Duty meal provided</li> <li>• Ability to contribute to a new start up</li> <li>• Predominately Monday to Friday 9am to 5pm but flexibility will be required during peak operational periods which may include evenings, weekends and public holidays.</li> </ul>
<p><b>Key working relationships:</b></p>	<p>Reports to</p> <ul style="list-style-type: none"> <li>• General Manager-Hospitality</li> </ul> <p>Strong Working Relationships with</p> <ul style="list-style-type: none"> <li>• Director of operations</li> <li>• Facilities/Housekeeping manager</li> <li>• Financial controller</li> <li>• Reception and Administration assistant</li> </ul> <p>Other relationships</p> <ul style="list-style-type: none"> <li>• Head of College</li> <li>• Deputy Head of College</li> <li>• Dean of Graduate House</li> </ul>

*Dated: September 2018*