

OPEN POSITION AT THE BOSTON HOTEL BUCKMINSTER

Hospitality Services Manager's Responsibilities

Position Overview

This individual is responsible for managing and participating in the combined sales efforts of group and transient business through effective management of Hotel Rates, Inventory and Restrictions throughout all distribution channels. Responsible for maximizing total sales and yield penetration through proper management of inventories and public space, and through analytical and technical knowledge of Hotel Reservations Systems, Front Office Systems, the Global Distribution System (GDS) and Online Travel Agent's Extranets.

This individual also manages the Front Office Supervisor and Department as it relates to hiring, training and managing the Front Office Team, interdepartmental communication to maximize rentable rooms, maintain customer service standards, perform departmental scheduling and ensure all daily postings are accurately performed.

Essential Job Functions/Responsibilities (other duties may be assigned. Management also reserves the right to change or modify position descriptions from time-to-time to meet the needs of the business with or without notice)

REVENUE MANAGEMENT

- Work quickly in a high-pressure environment and ability to handle stress.
- Control room inventory and rates within the GDS, Online Travel Agent's Extranets, F.I.T. Extranets and the hotel's own booking engine.
- Maintain published rate parity at all times throughout distribution network.
- Measure demand through analytical tools including rate shopping, STAR Reports and other various indicators.
- Develop and implement strategy/enhancements pertaining to the yield management and reservations function.
- Operate and manage a Yield Management software system.
- Manage/support the yield management meetings held with the Sales and Marketing Department.
- Manage, produce, and monitor Rate Strategy Tiers, Transient/NCR Demand/Turnaway, Booking Pace by Segment, Segment Ceilings, Full House Days Analysis, Group Displacement, Arrival Patterns, Incentive Results, GDS Review, Rate Resistance Report, CRO Test Calls, Suite Inventory and Month End Results.
- Compile and publish a monthly analysis/report summarizing the month's reservation activity.

FRONT OFFICE OPERATIONAL MANAGEMENT

- Select and train reservations staff, discipline and recommend termination as necessary.
- Schedule staff according to budgeted guidelines, while ensuring maximum service to guests.
- Complete all necessary payroll records and labor forecasts.
- Prepare and distribute occupancy and revenue forecasts and keep all department heads well informed of and unexpected changes in levels of business.
- Handle and maintain accurate records on pick-up, cancellations, no-shows, and sources of reservations.
- Ensure all reservations staff are familiar with all guest rooms, selling techniques, hotel facilities, services, hours of operation, key personnel, special activities, functions in the hotel and to ensure proper follow-up on all special guest requests.
- Create measurable incentive programs related directly to budgeted expectations in ADR and occupancy on a bi-monthly basis.
- Handle guest complaints keeping senior management well informed of any problems and action taken.
- Establish relationships with other Revenue Managers in the city as well
- Respond properly in any hotel emergency or safety situation.

Qualification Requirements

- Bachelors Degree in Hospitality Management or Business Administration
- Previous training in Revenue Management, including GDS and OTA extranet management.
- Two years previous experience in Rooms Division or Sales and Marketing Department

Language Skills

- Fluency in English is required, additional language ability is a bonus
- Ability to read, speak and write English

To apply for this position, please submit cover letter and resume to info@bostonhotelbuckminster.com. No telephone calls please.