



THE ARMY AND NAVY CLUB
ON FARRAGUT SQUARE

The Army and Navy Club is a private, not-for-profit, Five Star Platinum Club in the heart of Washington, DC. Our membership is comprised of active and retired military officers from all branches of our Armed Forces, along with civilian members.

Job Title: Front Office Manager

Department: House Operations

Reports To: Tibor Szabo, Director of House Operations

FLSA Status: Exempt

STATEMENT OF EXPECTATIONS

The Front Office Manager assists the Director of House Operations in overseeing the day-to-day functioning of the Front of the House and Housekeeping to ensure the highest quality of service standards.

As Front Office Manager, you would be responsible for directing and administering Front Office operations in the hotel's continuing effort to deliver outstanding guest service and financial profitability. Specifically, you would be responsible for performing the following tasks to the highest standards:

ESSENTIAL FUNCTIONS AND DUTIES:

- Ensure efficient guest registration, checkout, guest service, and telephone service, while ensuring all brand standards are being applied.
- Interact positively with customers and take action to resolve problems to maintain a high level of customer satisfaction and quality.
- Maximize guest service opportunities and increase guest satisfaction scores.
- Respond to and resolve all guest issues in a timely and appropriate manner.
- Maintain constant communication with other departments including Housekeeping, Accounting, and Membership.
- Perform any other job-related duties as assigned.

EDUCATION AND TRAINING REQUIRED:

- Position requires 5 years of experience and supervision in a hospitality environment.
- Proficiency in the English Language. Written and oral.
- Computer Skills Necessary (Microsoft Outlook, Microsoft Word, Microsoft Excel, Jonas Catering/POS System or similar).
- Previous experience supervising employees is *strongly preferred* especially in a hospitality environment as well as working in an office setting is *helpful*.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Applications can be emailed, faxed or mailed. Email is the preferred method.

The Army and Navy Club
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Equal Opportunity Employer | Drug-Free | Criminal Background Checks will be conducted