



mandarina  
COLOMBO



**SOUTH ASIAN  
TRAVEL AWARDS 2023  
GOLD WINNER  
LEADING CITY HOTEL  
SOUTH ASIA**



**SOUTH ASIAN  
TRAVEL AWARDS 2022  
SILVER WINNER  
LEADING BUSINESS HOTEL**

# JOIN US

## ASSISTANT FRONT OFFICE MANAGER

### Key Responsibilities

- Assist the Room Division Manager to achieve optimum sales of rooms, enhance revenue, and promote in-house facilities, whilst monitoring and controlling cost.
- Supervise all Front Office Associates and ensure they are trained to deliver excellent service to guests.
- Ensure that all sections under purview adhere to respective Standard Operating Procedures, and Brand standards while maintaining the highest service standards at all times.
- Handle customer complaints promptly and efficiently.
- Check billing instructions and guest credit for accuracy and compliance with the Hotel policies.

### The ideal candidate should possess:

- A professional qualification in Hospitality and Tourism Management from a recognised professional institution.
- A minimum 5 years' hands on experience in a similar capacity, preferably in a 4-5 star property.
- Excellent communication and presentation skills.
- Excellent interpersonal and team management skills.
- Strong supervisory skills.
- Fluency in other languages will be an added advantage.

Please forward your resume to:

[gm@mandarinacolombo.com](mailto:gm@mandarinacolombo.com)

[careers@mandarinacolombo.com](mailto:careers@mandarinacolombo.com)

Human Resources Manager |

Mandarina Colombo | No.433, Galle Road, Colombo 03